

Title 18: Human Services

Part 24: Divisions of Community Services

Part 24: Chapter 1: Low-Income Home Energy Assistance Program

Rule 24.1 Low-Income Home Energy Assistance Program (LIHEAP) Policy Manual

Source: Miss Code Annotated 43-1-2.



Low-Income Home Energy Assistance Program (LIHEAP)

POLICY MANUAL

MISSISSIPPI DEPARTMENT OF HUMAN SERVICES

DIVISION OF COMMUNITY SERVICES

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Part 24 Chapter 1: Introduction

The Low-Income Home Energy Assistance Program (LIHEAP) is administered by the Division of Community Services (DCS) at the Mississippi Department of Human Services (MDHS). LIHEAP is designed to provide appropriate and timely assistance to eligible households by paying home energy bills and assisting with other energy related services. LIHEAP provides federal funds to subsidize the cost of energy bills for low-income families throughout the state of Mississippi. Information contained in this manual is in compliance with the Omnibus Budget Reconciliation Act of 1981, DHHS-OCS regulations, MDHS policies and procedures, and the LIHEAP state plan.

*Due to technical aspects of the LIHEAP Weatherization program (WX) a separate manual is required.

Rule 1.1 Legal Authority. LIHEAP is authorized by the Low-Income Home Energy Assistance Act of 1981 (under Title XXVI of the Omnibus Budget Reconciliation Act of 1981, as amended.)

- A. Statute- Sections of the LIHEAP statute are listed below as amended through August 1, 1999. The LIHEAP statute was amended in 2005 by Subtitle B of the Energy Policy Act of 2005 (Public Law 109-58) which reauthorized LIHEAP through FY 2007. The LIHEAP statute is in the United States Code at: 42 U.S.C. § 8621-8630 (2008).
- B. Regulations- The HHS regulations for the LIHEAP block grant are found in Title 45 (Public Welfare) of the Code of Federal Regulations, Part 96 (Block Grants)(45 CFR 96)

Source: 45 CFR 98; Miss. Code Ann. § 43-1-2(4); Miss. Code Ann. § 43-1-4 Revised: May 2022

Rule 1.2 Program Purpose. The purpose of LIHEAP is to provide appropriate and timely assistance to eligible households to pay home energy bills and to assist with other energy related services. The amount of financial assistance an eligible household will receive will be determined by the amount of the bill at the particular time the bill is due. Assistance will be provided in the form of payments made directly to energy vendors on behalf of eligible households.

- A. LIHEAP is offered in each of the 82 counties in Mississippi, pending the availability of funds. Once income eligibility criteria are established, priority is then given to vulnerable households. Vulnerable households include those households with members who are elderly, disabled, or with children age 5 or younger.

The State of Mississippi elects to use up to 12% of the state's LIHEAP allocation for LIHEAP Weatherization (WX). *The administration of LIHEAP WX follows the Department of Energy rules for weatherization. The eligibility criteria for LIHEAP WX is 200% of the federal poverty guidelines.

- B. Subgrantees are required to refer households with high energy bills to the weatherization program. WX funds are used to improve the conditions of eligible clients' homes. The program is designed to reduce home heating and cooling costs by improving energy efficiency and ensuring health and safety. Priority is given to low-income elderly, disabled individuals and household with children five (5) or younger.

C. Program Operation Dates:

Heating assistance	October - April
Cooling assistance	May - September
Crisis assistance	January - December
LIHEAP Weatherization assistance	September – August

- D. The State allocates ten percent (10%) of the total state allocation for administrative cost and ninety percent (90%) for program cost. Administrative cost refers to the cost of central executive functions that do not directly support a specific project or service. They are incurred for common objectives that benefit multiple programs administered by the organization and are not readily assignable to a particular funding stream.

Source: *Miss. Code Ann. § 43-1-2(4); Miss. Code Ann. § 43-1-4* Revised: May 2022

Rule 1.3 Manual Purpose. The purpose of this manual is to provide program policy to clients, subgrantees and the public, in order to implement a range of services and activities having a measurable and potentially major impact on the causes of poverty in the State of Mississippi. This manual provides clear policies for implementing LIHEAP. Subgrantees must comply with the rules and guidelines set forth in this manual, and all applicable Federal and State laws, policies and procedures

MDHS reserves the right to alter any policy during emergencies such as: natural disasters, pandemics, or other circumstances deemed appropriate by the DCS Director or the MDHS Executive Director.

Any questions regarding this policy should be submitted in writing to:

Mississippi Department of Human Services
Director, Division of Community Services
200 South Lamar Street
Jackson, Mississippi 39201

Source: *45 CFR 98.10; Miss. Code Ann. § 43-1-2(4); Miss. Code Ann. § 43-1-4* Revised: May 2022

Rule 1.4 Non-Discrimination Statement. As a recipient of Federal financial assistance, MDHS and its subgrantees do not exclude, deny benefits to, or otherwise discriminate against any person on the basis of: race, color, gender, sexual orientation, national origin, disability, religion, political beliefs, or age; in admission to participation in, or receipt of the services and benefits under any of its programs and activities, whether carried out by MDHS and/or its subgrantees directly or through a contractor or any other entity with which MDHS and/or its subgrantees arranges to carry out its programs and activities. This statement is in accordance with the provisions of Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, the Age Discrimination Act of 1975, and Regulations of the U.S. Department of Health and Human Services issued pursuant to these statutes at Title 45 Code of Federal Regulations Parts 80, 84, and 91.

Source: 45 CFR 98.10; Miss. Code Ann. § 43-1-2(4); Miss. Code Ann. § 43-1-4
Revised: May 2022

Rule 1.5 Organizational Structure of LIHEAP. The following summarizes the Organizational Structure for LIHEAP:

- A. MDHS as Lead Agency:
MDHS is the designated State agency to receive funds and administer the program covered in this manual. MDHS assists the Division of Community Services (DCS) by providing support services in a timely manner that is consistent with program goals, objectives and guidelines. MDHS awards LIHEAP subgrants based on the receipt of the Federal Notice of Award for LIHEAP, and the timely receipt and approval of subgrants for funding. MDHS is responsible for monitoring and evaluating the program performance of subgrants.
- B. Division of Community Services (DCS):
The Division of Community Services provides the necessary interface between the subgrantee and other divisions of MDHS. Responsibilities include, but are not limited to:
 - 1) Administering the program in accordance with all applicable federal and state rules, regulations and guidelines;
 - 2) Informing the public of program rules, regulations, and guidelines through public hearings, announcements and publications;
 - 3) Establishing criteria and processing applications for funding from subgrantees to implement programs;
 - 4) Monitoring subgrantees' spending levels and processing claims requests to ensure compliance with Federal, State, and MDHS guidelines;
 - 5) Reviewing subgrantees' applications for funding to ensure compliance with federal, state and MDHS guidelines;

- 6) Providing training and technical assistance to subgrantees;
- 7) Keeping subgrantees informed of changes in Federal, State and MDHS regulations and guidelines;
- 8) Providing responses to clients regarding inquiries concerning programs;
- 9) Preparing annual State Plan applications to receive the federal funds;
- 10) Collecting and disseminating information to appropriate funding sources and others as deemed necessary; and
- 11) Serving as a liaison between county, state, and federal agencies in regard to program implementation.

Source: 45 CFR 98.10; Miss. Code Ann. § 43-1-2(4); Miss. Code Ann. § 43-1-4 Revised: May 2022

Rule 1.6 Partner Roles in Administration of Program. LIHEAP must perform numerous federally mandated functions in order to remain compliant. MDHS enlists several partners through formal agreements to perform some of those functions. The following summarizes those roles:

A. Subgrantees/ Community Action Agencies (CAA):

The community action agencies are the subgrantees in the LIHEAP program. Each subgrantee is responsible for performing program activities in accordance with the terms and provisions of the grant. The responsibilities of the subgrantee include, but are not limited to:

- 1) Operate the program in accordance with the terms and provisions of the grant and all applicable federal and state rules, regulations and guidelines;
- 2) Process applications, determine eligibility and provide appropriate/timely service(s) with measurable outcomes;
- 3) Make referrals to and accept referrals from, and coordinate program information with other social service agencies;
- 4) Maintain all financial and program records;
- 5) Submit required reports to DCS in a timely manner;
- 6) Maintain administrative and internal controls;
- 7) Monitor its financial and programmatic activities;
- 8) Implement a fair hearing process for clients;

- 9) Cooperate with Federal/State investigating teams;
- 10) Establish emergency and disaster procedures;
- 11) Train and certify staff;
- 12) Use the Virtual ROMA system;
- 13) Have at least one intake site in each county of its service area with posted hours of operation;
- 14) Adhere to the terms of the “MDHS Subgrant/Agreement Manual.”
(www.mdhs.ms.gov/subgrantee-manual/)
- 15) Establish partnerships with local entities and organizations to assist in the provision of services to meet the needs of the clients they serve. These partnerships should cover monetary or non-monetary services. Intra-office referrals should be made as most subgrantees have additional programs not funded by DCS (e.g., Head Start, Congregate Meals, Rural Housing Services and Transportation Program).
- 16) Make referrals to the WX agency that covers its service area on behalf of clients seeking WX services or have high energy bills.
- 17) Certify that all entities that they are in partnership with are not on the list for debarment. This information can be found in the Excluded Parties List System (EPLS), now known as System for Award Management (SAM). Proof of documentation of partnership verification with SAM shall be kept on file and the debarment status shall be checked prior to submission of every subgrant and modification to DCS. The subgrantee must also understand that if an entity they are in partnership with is on SAM, the agreement should be terminated immediately.
- 18) Conduct local public hearings regarding the LIHEAP program. Information such as LIHEAP funding for the county, services provided, income guidelines, etc. must be presented in efforts to reach low-income communities.
- 19) Conducting outreach activities to reach eligible persons or households in need of services. Subgrantees may utilize the media (newspaper, TV, radio, flyers, internet, community meetings, etc.) to inform individuals of services available and eligibility requirements. Outreach materials should include the local and toll-free telephone numbers for subgrantee offices. Subgrantees should rely on their existing network of volunteers, community leaders, and faith-based groups to provide outreach to eligible persons in the greatest need of assistance.

Source: *Miss. Code Ann. § 43-1-2(4); Miss. Code Ann. § 43-1-4* Revised: May 2022

Part 24 Chapter 2: Definitions

Rule 2.1 Definitions. The Definitions below will assist both clients and subgrantees on the various terms used for LIHEAP:

- A. Abuse - Involves behavior that is deficient or improper when compared with behavior that a prudent person would consider reasonable and necessary business practice given the facts and circumstances. Abuse also includes misuse of authority or position for personal financial interests or those of an immediate or close family member or business associate.
- B. Administration Cost - Cost to support administrative operations, planning and development to include but not limited to: Fiscal operations (payroll, procurement, software, etc.), program and fiscal reporting, audit, personnel, registration and dues, training for executive and administrative staff, cost of executive and administrative staff (salaries, fringes, travel, supplies, equipment), consultants, staff meeting cost, etc.
- C. Assurance 16 Costs - Cost to support the direct staff providing outreach, energy education, budget counseling, advocacy with energy providers, and referral to include Salaries, Fringes, and Travel.
- D. Countable Income - Income that must be included when determining eligibility for LIHEAP.
- E. Emergency - A natural disaster; a significant home energy supply shortage or disruption; a significant increase in the cost of home energy, as determined by the Secretary; a significant increase in home energy disconnections reported by a utility, a State regulatory agency, or another agency with necessary data; a significant increase in participation in a public benefit program such as the supplemental nutrition assistance program carried out under the Food and Nutrition Act of 2008 (7 U.S.C. 2011 et seq.), the national program to provide supplemental security income carried out under title XVI of the Social Security Act (42 U.S.C. 1381 et seq.), or the State temporary assistance for needy families program carried out under part A of title IV of the Social Security Act (42 U.S.C. 601 et seq.), as determined by the head of the appropriate Federal agency; a significant increase in unemployment, layoffs, or the number of households with an individual applying for unemployment benefits, as determined by the Secretary of Labor; or an event meeting such criteria as the Secretary, in the discretion of the Secretary, may determine to be appropriate.
- F. Energy burden - The expenditures of the household for home energy divided by the income of the household.
- G. Energy crisis - Weather-related and supply shortage emergencies and other household energy-related emergencies.

- H. Energy Crisis Intervention Program (ECIP) - Cost to provide direct client services for emergency and crisis situations. See policy on crisis. This activity does not include cost for staff.
- I. Exempt income - Income that should not be included when determining eligibility for LIHEAP.
- J. Expenditures - Funds spent by subgrantees; Funds paid for services or contracts; and Funds paid at the State level to contracts and salaries.
- K. Fraud - A type of illegal act involving the obtaining of something of value through willful misrepresentation. A false representation of a material fact, whether by words or by conduct, by false or misleading allegations, or by concealment of that which should have been disclosed, which deceives another so that he acts, or fails to act to his detriment.
- L. Unobligated funds- Funds that are not considered obligated or expended include: State administrative dollars that do not fall within the definition stated above; Vendor refunds are considered unobligated; and Funds transferred from one subgrantee to another are considered unobligated until funds are awarded in another subgrant.
- M. Highest home energy needs - The home energy requirements of a household determined by taking into account both the energy burden of such household and the unique situation of such household; such as; having members of vulnerable populations, including very young children, individuals with disabilities, and elderly individuals.
- N. Home energy - A source of heating or cooling in residential dwellings.
- O. Household - Any individual or group of individuals who are living together as one economic unit for whom residential energy is customarily purchased.
- P. Income - Income is money received on a regular and recurring basis by any household member. Income may be earned or unearned.
- Q. Line Items - Line Items for LIHEAP as specified in the MDHS Subgrantee Manual are: Salaries, Fringes, Travel, Equipment, Contractual Services, Supplies, & Subsidies, Loans & Grants.
- R. Natural disaster - A weather event (relating to cold or hot weather), flood, earthquake, tornado, hurricane, or ice storm, or an event meeting such other criteria as the Secretary may determine to be appropriate.
- S. Obligations - Amounts which may be legally required to pay out of its resources, including encumbrances, as well as accounts payable and accrued liabilities. Obligations may include: any funds issued in the Notice of Funding Availability (NOFA); any funds encumbered in a contract; and any funds committed to State Office FTEs. This does not include vacant positions.

- T. Poverty level - With respect to a household in any State, the income poverty line as prescribed and revised at least annually pursuant to section 9902(2) of this title, as applicable to such State.
- U. Program Assistance - Cost to provide direct client services to include energy assistance payments on behalf of eligible households; cost of purchase/repair/replacement of air conditioners, fans, furnaces, heaters, blankets, home meter bases, energy kits/incentives, and other energy-related expenditures to include disaster-related expenditures for eligible households; cost for a contractor to install the air conditioners, etc. Cost (salaries, fringes, supplies, equipment) for direct staff for intake, case management, case worker supervisors and file reviewers; and travel for this staff which includes training and home visits.
- V. Secretary - The Secretary of Health and Human Services.
- W. State - Each of the several States and the District of Columbia.
- X. State median income - The State median income promulgated by the Secretary in accordance with procedures established under section 1397a(a)(6) of this title (as such procedures were in effect on August 12, 1981) and adjusted, in accordance with regulations prescribed by the Secretary, to take into account the number of individuals in the household.
- Y. Waste - Involves the taxpayers not receiving a reasonable value for money in connection with any government funded activities due to an inappropriate act or omission by players with control over or access to government resources.

Source: 45 CFR 98; Miss. Code Ann. § 43-1-2(4); Miss. Code Ann. § 43-1-4 Revised: May 2022

Part 24 Chapter 3: Priority Populations

Rule 3.1 Priority Populations. Priority Population is a designated population treated differently than the general population for eligibility and access purposes, in order to address a particular need of that population. Priority Populations include:

- A. Elderly- Individuals age 60 and over
- B. Disabled- Individuals who have been determined disabled by authority- SS/SSI
- C. Children five (5) years of age and under
- D. Households with high energy burdens

Source: 45 CFR 98.46; Miss. Code Ann. § 43-1-2(4); Miss. Code Ann. § 43-1-4 Revised: May 2022

Part 24 Chapter 4: Client Application Process

The State has one application for four programs- LIHEAP, CSBG, LIHWAP, and Weatherization. Therefore, an applicant may apply for all programs during the intake process. If the weatherization agency is different from the LIHEAP agency, the LIHEAP agency refers to the weatherization agency to complete the assessment for this program. Local agencies offer all programs administered by that agency, especially to the vulnerable populations of elderly, disabled, and families with children. Local agencies refer applicants to other local programs such as SNAP and TANF, if applicant is not currently receiving these services.

Rule 4.1 Client Application Process. The Subgrantees/ Community Action Agencies (CAAs) accept applications throughout the year. When funding is available, eligible families shall be served on a first-come, first-serve basis by date of application. When funding is not available, eligible families shall be added to the waitlist.

- A. As a general rule, only the applicant, spouse of the applicant, or authorized representative of a disabled or elderly applicant are the adults who can be present during the application. The Subgrantee reserves the right to require other adults to remain in waiting room, especially if they are causing disruption during the application process.
- B. If the applicant cannot read, the caseworker must read all forms/declarations to the applicant to ensure the applicant understands what is being signed.
- C. The signature of the applicant must be on all applicable documents. A spouse may sign if the head of household is absent. Caseworker should document the reason the head of household cannot come in for appointment. If the applicant cannot write, they may sign by making an “X” on the signature line. The name must be printed or typed under the “X” by the caseworker, and a witness should sign under the “X”.

Source: *Miss. Code Ann. § 43-1-2(4); Miss. Code Ann. § 43-1-4* Revised: May 2022

Rule 4.2 Before Initiating Application.

- A. Applications are initiated through the Common Web Portal (CWP) for all first-time applicants. If an applicant was a previous household member in another case, but is now head of household, a new pre-application must be done. Pre-applications are web-based and may be submitted on behalf of Mississippi residents only. Applicants may apply for services through the CWP at: **www.access.ms.gov**
- B. Pre-applications are required for applicants requesting service for the first time or if applicant is no longer in the household of another client.
- C. Applicants submitting pre-applications must receive notification of an appointment for services within fifteen (15) business days of submission of the application. If the applicant is elderly, disabled, or a family with a child five (5) and under, the appointment date must be within thirty (30) days. Non-elderly or non-disabled clients must be given an appointment date within forty-five (45) business days.

- D. If applicant does not have access to a computer to submit pre-application, the subgrantee must complete pre-application by phone or at the intake appointment.

Source: *Miss. Code Ann. § 43-1-2(4); Miss. Code Ann. § 43-1-4* Revised: May 2022

Rule 4.3 Initiating Application.

- A. If an applicant does not complete a pre-application (regardless of reason), the subgrantee must complete the pre-application during the application process.
- B. Under no circumstance should an applicant be denied services because they have not completed a pre-application.
- C. Paper Applications are prohibited, unless in case of a computer system failure or natural/manmade disasters. The subgrantee's Executive Director or appointee must submit a request in writing to the Director of the Division of Community Services for approval to take paper applications. Once the emergency situation is over, the paper applications must be entered into Virtual ROMA within 2 business days, unless additional time is requested and approved. The subgrantee's Executive Director must submit a letter to confirm all paper applications have been entered. Otherwise, any paper applications taken may result in questioned or disallowed cost.
- D. Caseworker must complete the application in Virtual ROMA system. If the applicant submits the requested information, the caseworker must give the Notification of Services form (NOS) which states the status of the application and amount of benefits the applicant may receive upon supervisory approval.
- E. If the applicant does not have all required documentation, the caseworker must complete as many screens as possible up to the allocation screen in Virtual ROMA. Do not allocate after this point. A Request for Additional Information (RAFI) form must be given to applicant, and a follow-up appointment given to complete the application process. Caseworker must explain the documentation needed and the 10-day timeframe to return the information.

Source: *Miss. Code Ann. § 43-1-2(4); Miss. Code Ann. § 43-1-4* Revised: May 2022

Rule 4.4 After Submitting Application.

- A. Once application is initiated, the client's application status must change to 'Waiting on Approval' within ten (10) business days. Then the application must be acted upon and changed to 'Approved' or 'Denied' within two (2) business days.
- B. Subgrantee's cancellation of applications approved in error, must occur within twenty-four (24) hours after application has been approved.

Source: *Miss. Code Ann. § 43-1-2(4); Miss. Code Ann. § 43-1-4* Revised: May 2022

Rule 4.5 Notices from Subgrantee to Applicant

- A. Notification of an appointment for services must be in writing, (mailed, emailed, or given to applicant in the office) within fifteen (15) business days of the submission of a pre-application. If the applicant is elderly, disabled, or a family with small children (ages 0 to 5), the first appointment must be within thirty (30) days. Non-elderly or disabled clients must be given an appointment date within forty-five (45) business days.
 - 1. The notification must include the following:
 - a. Name, address, phone number and email address of Subgrantee office
 - b. Date and time of appointment
 - c. Eligibility information needed, as listed in Chapter 5.
- B. Notification of Services form must be provided to applicant, either by letter or email, within 72 hours of the approval or denial of the application. This form must be scanned into Virtual ROMA and a copy placed in the applicant's file. In emergency cases, the form must be sent within 18 to 48 hours. (See emergency policy)
- C. Applicant must provide the required information during the appointment for eligibility to be determined. If the required information is not submitted, the applicant must be given a 'Request for Additional Information' form (RFAI-001). Requested information must be returned to subgrantee within ten (10) calendar days of the appointment date. Applicant may submit documentation electronically. Therefore, subgrantee must provide an email address to applicant. If applicant does not return the information, the application must be denied and the NOS form sent by mail or email.
- D. Subgrantees must provide notice (written or email) to applicants regarding the status of their application within 72 hours of the appointment date. In emergency cases, notification must occur within 18 hours (life threatening) or 48 hours (non-life threatening) of the appointment date.
- E. A copy of the fair hearing process must be given to all applicants at each appointment, regardless of the approval or denial status. The fair hearing process must be posted in the lobby so the process can be seen by the public.

Source: *Miss. Code Ann. § 43-1-2(4); Miss. Code Ann. § 43-1-4* Revised: May 2022

Rule 4.6 Non-Availability of Funds/ Waitlist

- A. If the Subgrantee has run out of LIHEAP funds, the application must still be taken and denied. This must be done because of the federal reporting requirement, to count all applicants, as part of the LIHEAP Household Report. Applicant's name must be placed on a waiting list. As soon as funding is available, the applicants on the waiting list must be given an appointment before any other appointments are given. If denied, the

applicant should be referred to other local organizations that may be able to assist. All referrals must be documented in Virtual ROMA.

- B. Under no circumstance should an applicant not be allowed to apply because LIHEAP funds are not available.

Source: *Miss. Code Ann. § 43-1-2(4); Miss. Code Ann. § 43-1-4* Revised: May 2022

Part 24 Chapter 5: Client Eligibility Requirements.

Households that consume energy for residential purposes and meet the requirements of the program will be eligible for assistance. Energy bills may include electricity, natural gas, propane/butane, wood, kerosene and coal. LIHEAP funds may also be used to purchase fans, blankets, air conditioners, heaters, energy deposits, and other energy-related products to be distributed to eligible households. The maximum amount of financial assistance and the cost of the energy-related products awarded to eligible households may be up to \$1,500, unless a client is in need of heating and/or cooling equipment. LIHEAP has two (2) components: program assistance known as regular assistance and the Energy Crisis Intervention Program (ECIP) that provides emergency assistance. Subgrantees are required to refer high energy usage households to Weatherization.

Rule 5.1 Eligibility Requirements. An applicant must meet the following requirements to receive a LIHEAP benefit:

- A. Have an obligation to pay an energy bill directly to a utility company, in subsidized housing where energy cost is billed separate from rent, or can provide evidence from landlord stating utility is an undesignated portion of rent;
- B. Be a U.S. citizen or have legal permanent resident status;
- C. Have income at or below the 60% state median income guidelines; and
- D. Be eighteen (18) years of age or older or an emancipated minor (through court action) who is head of household.

Source: *Miss. Code Ann. § 43-1-2(4); Miss. Code Ann. § 43-1-4* Revised: May 2022

Rule 5.2 Residency. An applicant must be a resident of the State of Mississippi and reside in the LIHEAP service area at the time the energy costs were incurred. The applicant must apply for services in the county in which they live. Homeless households may apply for services if they are trying to establish utility services.

- A. An applicant must give a street address to include a house/route number and street name, city, state, and zip code.
- B. LIHEAP services cannot be provided to temporary residents defined as:
 - 1) Household traveling through the state;
 - 2) Household on vacation;
 - 3) Household visiting someone; or
 - 4) Residents of institutions, dormitories, fraternity or sorority houses, or boarding homes.
- C. A household with an address that straddles county lines may provide proof of Homestead Exemption, which verifies the county of residency. Other methods of verifying county residence for an applicant who is not eligible for Homestead Exemption, is Voter Registration I.D. or documentation of the county in which the

applicant receives other social services benefits. The subgrantee can also verify by using the internet in determining what county the applicant lives.

Source: *Miss. Code Ann. § 43-1-2(4); Miss. Code Ann. § 43-1-4* Revised: May 2022

Rule 5.3 Immigration Status.

- A. If the head of household is undocumented, the application shall not be denied for the entire household. The head of household should not be included in determining household size, but their income must be included.
- B. If an individual within a household is undocumented, and does not disclose citizenship or establish satisfactory immigration status, ineligibility exists for the individual but not the entire household. This individual is considered a “Non-Applicant” and should not be questioned about his/her citizenship/alien status. However, the individual must disclose and verify income and other information needed to establish the eligibility of the household. The income of this individual will be included in determining the household’s total income; however this individual will not be counted in determining household size.
- C. Eligibility cannot be determined when a “Non-Applicant” fails to disclose income, therefore, the application should be denied for the entire household.

Source: *Miss. Code Ann. § 43-1-2(4); Miss. Code Ann. § 43-1-4* Revised: May 2022

Rule 5.4 Renters. The State of Mississippi treats homeowners and renters equitably under the LIHEAP program. Eligibility requirements are the same for a renter as with a homeowner.

- A. The renter must provide either a copy of their lease agreement or the Landlord Verification Form from the landlord detailing the heating/cooling arrangement with the renter. The lease agreement/Landlord Verification Form must include the amount of the utility cost as part of rent. This is the amount to be paid by LIHEAP to the energy vendor.
- B. If the lease agreement/verification form does not include an amount, the LIHEAP program will pay \$100 per intake until the amount of the benefit matrix has been met.
- C. The landlord must agree to decrease the amount of the rent in the amount of the LIHEAP payment for the month after the LIHEAP payment has been made.

Source: *Miss. Code Ann. § 43-1-2(4); Miss. Code Ann. § 43-1-4* Revised: May 2022

Rule 5.5 Roomer/Boarders. Roomer/boarder is individual who is not a related household member and is paying an unrelated landlord to reside in their residence. The roomer/boarder must obtain written verification from the landlord if the energy cost is separate from the charge for room/board.

Source: *Miss. Code Ann. § 43-1-2(4); Miss. Code Ann. § 43-1-4* Revised: May 2022

Rule 5.6 Live-In Attendant. A live-in attendant should not be counted as a household member. The income of a live-in attendant will not count against an applicant applying for services when the live-in attendant is in the home solely for the applicant to be able to stay in their home.

- A. Documentation must be provided along with a signed and notarized affidavit.
- B. In cases where the caretaker is the head of household and the person requiring care moves in, then the person requiring care should not be counted as a household member. Documentation must be provided along with a signed and notarized affidavit.

Source: *Miss. Code Ann. § 43-1-2(4); Miss. Code Ann. § 43-1-4* Revised: May 2022

Rule 5.7 Employee Familial and /or Personal Interest Applicants. Any employee, relative or personal interest cases of employees or board members, may apply for and receive assistance. However, there are policies and procedures for taking and processing these applications. No preferential treatment shall be granted to these applicants.

- A. An employee of a Subgrantee cannot complete the intake or be involved in the approval process of a relative. In this occurrence, the caseworker should immediately recuse oneself from any involvement with the case.
- B. The Program Director/Supervisor is responsible for delegating the processing of applications for employees, relatives of employees or personal interest cases and for submitting the case to the Executive Director for review and authorization of the approval or denial. The Executive Director is responsible for delegating the processing of Program Directors/Supervisors and/or their relatives requesting assistance. The Executive Director is responsible for approving the applications of the Program Directors/Supervisors or their relatives.
- C. The relatives for whom the special procedures must be used, include: employee's spouse/ex-spouse, parent(s), stepparent(s), grandparent(s), great and great-great grandparent(s), brother(s) and sister(s), stepbrother(s) and stepsister(s), half-brother(s) and half-sister(s), children, stepchildren, grandchildren, great and great-great grandchildren, aunt(s), uncle(s), niece(s), nephew(s), first and second cousin(s), or these relatives of an employee's spouse who are related to this degree of marriage.

Source: *Miss. Code Ann. § 43-1-2(4); Miss. Code Ann. § 43-1-4* Revised: May 2022

Rule 5.8 Eligibility Documentation. Applicants must verify eligibility through the submission of documents. When possible, MDHS and/or the subgrantee will access other documentary evidence in available data bases. However, proof of eligibility requirements is the applicant's responsibility. A document may serve to prove more than one requirement and should not be submitted more than once. The following is a list of acceptable proof for each requirement:

A. Social Security Cards are required for all household members. For newborns (less than 8 weeks old) who do not have a Social Security card, the application can be processed without adding the child but count any income for the child in determining household income. **Effective January 1, 2019, subgrantees shall no longer keep copies of Social Security cards and Personal Identifiable Information (PII) documentation in client files. These documents must be scanned into the Virtual ROMA system only and given back to the client.**

B. Photo Identification Documentation

- 1) A photo I.D. is required for all household members 18 years of age and over. Acceptable documents include, but are not limited to:
 - a. Driver's license
 - b. State-issued I.D.
 - c. U.S. Passport
 - d. U.S. Military I.D.
 - e. Employment I.D.
 - f. College/School I.D.
 - g. Tribal I.D.
 - h. Alien: Photo I.D. plus Alien Registration/Permanent Resident Card
 - i. Temporary Resident Card
 - j. Voter Registration I.D. with photo
- 2) If the photo I.D. is expired, the applicant shall not be denied services. Subgrantee should work with the applicant through case management or referral to obtain a valid I.D.
- 3) For elderly/disabled homebound clients, the photo I.D. can be expired. Please do not take pictures and do not deny the client if a photo I.D. is not available. Caseworkers should update notes to include the visit and state that some form of I.D. was secured. This can be used as a substitute for the required document scan of the photo I.D.

C. Energy Bill

- 1) Applicant must present the energy bill to be paid, or the subgrantee may access vendor portals to obtain the bill.

- 2) Propane clients must obtain a 12-month printout of their account from the company. Also, a quote (on company letterhead or printout) of the price of gas per gallon times the number of gallons (100) plus any applicable fees must be obtained. Example: 100 gallons times \$3.00 per gallon = \$300.00 plus other fees (list them) \$15.00 = \$315.00. If the client cannot obtain this information, the agency must contact the propane company to obtain.
- 3) Pre-pay accounts- Caseworker should access the company's portal or website. A copy of the client's account page should pull up. It will state an average bill amount which is an average monthly amount. This average bill amount should be allocated, plus any past due amount. The total amount allocated must not exceed the benefit matrix amount for the client. If an energy company does not have a portal/website to access this information, the client must obtain a printout from the energy company to state this information. The printout must be scanned into VR2 and tagged to Invoice/Bill for the energy type.
- 4) The bill(s) must be in the name of the head of household or spouse.
- 5) If the bill is in the name of a deceased, incarcerated, divorced, or estranged spouse; subgrantee can pay the bill for the initial application. Subgrantee shall assist the applicant with getting the bill changed into his/her name before any subsequent bills can be paid. In the case of a deceased spouse, the surviving spouse can request the vendor to put "in care of" for subsequent bills.
- 6) If the bill is in the landlord's name and the applicant is responsible for paying the bill directly to a vendor, documentation is needed to verify the tenant's living status. This documentation can be a notarized statement from the landlord or a copy of the lease agreement stating the arrangement. The landlord cannot request services on behalf of tenant/client.
- 7) The bill cannot be paid if it is in the name of a child (under 18), even if the child lives in the household. The applicant is responsible for paying that bill, and the subgrantee can subsequently assist applicant with getting the bill changed into his/her name by advocating with the energy vendor.
- 8) Other miscellaneous charges on the bill that are not energy-related cannot be paid, such as appliance purchases or tampering fees.
- 9) For households that heat with the smaller propane tanks (less than 100 gallon tanks), agency should approve for a minimum of 100 gallons.
- 10) If a household uses part of the residence for self-employment or work-at-home, a prorated bill for residential use must be provided. Only the amount of the residential portion can be paid from LIHEAP funds.

Source: *Miss. Code Ann. § 43-1-2(4); Miss. Code Ann. § 43-1-4* Revised: May 2022

Rule 5.9 Authorization of Release of Information. Applicant should sign the ‘Authorization of Release of Information Form’ (Form ARF-001) annually to authorize the energy vendor(s) to release household energy usage and billing data to the subgrantee for purposes of reporting this data in the LIHEAP Performance Measures Report required by the Department of Health and Human Services. LIHEAP benefits cannot be denied to the applicant for refusal to sign this form.

Source: *Miss. Code Ann. § 43-1-2(4); Miss. Code Ann. § 43-1-4* Revised: May 2022

Rule 5.10 Affidavits. Affidavits are written declarations made under oath before a notary public or other authorized officer. They are valid for thirty (30) days. Affidavits may be obtained for the following reasons:

- A. Authorized Representative applying for services on behalf of an applicant: The representative must have an affidavit giving authority to act on behalf of the applicant. Original copies of documents required for eligibility must be presented. If the representative has a Power of Attorney, an affidavit is not required. The Power of Attorney must be scanned into Virtual ROMA.
- B. Separation: The State of Mississippi does not recognize legal separation. Applicant must obtain an affidavit which declares separation from the spouse.
- C. Zero income household: Applicant must obtain an affidavit when they declare zero income.

Source: *Miss. Code Ann. § 43-1-2(4); Miss. Code Ann. § 43-1-4* Revised: May 2022

Rule 5.11 Income Eligibility and Calculations.

- A. Income is money received on a regular and recurring basis by any household member. Income may be earned or unearned.
- B. A household’s total gross income shall be used to determine eligibility. The total gross income received for the thirty (30) days prior to application date must be verified.
- C. Countable Income is income (earned or unearned) that must be included when determining eligibility for LIHEAP. The following types of income shall be used:
 - 1) Salaries and wages, including overtime, tips, bonuses, commission, and 13th check;
 - 2) Self-employment income;
 - 3) Contract income;
 - 4) Unemployment insurance;
 - 5) Social Security benefits (including Medicare deduction);
 - 6) SSI;
 - 7) SSDI;

- 8) Retirement benefits;
- 9) Alimony;
- 10) VA benefits;
- 11) Workers Compensation;
- 12) Private Disability (Short/Long Term Disability);
- 13) Money given to household; and
- 14) Any income whereas a W2 or 1099 is not received or otherwise documented.

D. Exempt income is income that should not be included when determining eligibility for LIHEAP. The following types of income shall not be considered:

- 1) Loans/Grants;
- 2) In-kind income;
- 3) Earnings from employment of a child under the age of 18, unless emancipated;
- 4) Infrequent income- if an individual receives it only once during a calendar year from a single source and the individual did not receive that type of income in the month immediately before that month or in the month immediately following that month (Examples of this would also be repayment of personal loans, etc.);
- 5) Reimbursement for business or medical expenses;
- 6) Payments made by others on behalf of household, unless payments were directly received by household;
- 7) Benefits received that must be excluded by federal law or incentives paid by TANF or Workforce Investment, earnings and allowances paid under Title IV-A, benefits received under Title VII, HUD, and educational grants;
- 8) Child support;
- 9) Payments made to household for the care of a foster child; and
- 10) Refunds such as energy refunds, income tax refunds and EITC, insurance refunds, etc.

E. Earned income is income that is received from wages or self-employment income and shall be used in determining eligibility. Computation of the monthly income shall be done by one (1) of the following methods, depending upon the frequency:

- 1) Regular Income- Frequency does not change from week to week, or month to month.
 - a. Weekly: The four most recent consecutive paycheck stubs covering the four-week period prior to application, or the signed/dated statement from the employer.
 - i. To calculate: Sum the weekly gross earnings; Divide by 4, then multiply by 4.3333 to determine the monthly amount. Multiply the monthly amount by 12 to get the annual income.

- ii. Example: WK1 through WK4: $(\$412 + 436 + 485 + 520)/4 * 4.333 * 12$ Monthly: $\$2,007.26 * 12 =$ Annual income: $\$24,087.15$

b.Semi-Monthly (Twice a month): The two most recent consecutive paycheck stubs covering the month prior to application. Individuals receive checks 24 times a year.

- i. To calculate: Sum the gross amounts of two checks, multiply by 12 to get the annual income.
- ii. Example: Check for first 2 weeks- \$1,500 and Check for second 2 weeks- \$1,700. $(1,500 + 1,700) = 3,200$ monthly. $\$3,200 * 12 =$ Annual income: $\$38,400$

c.Bi-Weekly (Paid every other week): The two most recent paycheck stubs covering a month prior to application. Individuals receive checks 26 times a year.

- i. To calculate: Sum the gross amounts of two (2) checks and divide by 2 to get an average. Multiply by 2.1667 to get the monthly income. Multiply by 12 to get the annual income.
- ii. Example: Check for first 2 weeks- \$1,000 and Check for second 2 weeks- \$1,200. $(1,000 + 1,200)/2 = 1,100$. Next- $1,000 * 2.1667 = 2,383.37$ month. Next- $2,383.37 * 12 =$ Annual income: $\$28,600.44$

d.Monthly: The most recent paycheck stub.

- i. To calculate: Multiply the gross amount by 12 to get annual income.
- ii. Example: $\$900 * 12 =$ Annual income: $\$10,800$

F. Unearned Income - is all income that is not earned. Unearned income shall be used in determining eligibility. Some common examples are:

- 1) In-kind support and maintenance (food or shelter) given to an individual or received by an individual because someone else paid for it,
- 2) Private pensions and annuities,
- 3) Payments such as Social Security benefits, Railroad Retirement benefits, Department of Veterans Affairs benefits, civil service annuities, workers' compensation, unemployment insurance, retirement benefits, and payments based on need involving federal funds,

- 4) Life insurance proceeds and other death benefits, to the extent that the total amount is more than the expenses of the deceased person's last illness and burial, and other debts paid by the individual,
 - 5) Gifts and inheritances,
 - 6) Support (not child support) and alimony payments in cash,
 - 7) Prizes, awards and winnings,
 - 8) Dividends and interest,
 - 9) Rents and royalties (except those defined as earned income),
 - 10) Certain payments not considered wages for Social Security purposes,
 - 11) In-kind payments to certain agricultural workers,
 - 12) Jury fees, and/or
 - 13) Money paid to individuals who are residents, but not employees of institutions.
- G. Inconsistent Income - frequency varies from week to week, or from month to month due to hours worked. It is considered to be received regularly if an individual can reasonably expect to receive it. Calculation of this income should follow the policy of regular income. Occupations that may fit this description are horticulturist, woodcutter, or substitute teacher.
- H. Seasonal Income - is income that is regularly received for only part of the year. Calculation of this income should follow the policy of regular income
- I. Self-Employment Income - If an applicant is self-employed, a copy of the past year's federal income tax return (to include Schedule C) or purchase and sales receipt, or accounting books must be used to establish the source and amount of income.
- 1) The amount to be used in determining eligibility will be the net income available after deduction of business expenses. Subgrantee should include the amount on the Net Profit or (Loss) line from the Schedule C (Form 1040) Profit or Loss from Business (sole proprietorship), divided by 12.
 - 2) If it is proven that a self-employed applicant's current situation has substantially changed in either size or type of operation from the previous year, the current income should be used. Example: A farmer farmed 40 acres in 2017, but because of ill health did not plant a crop in 2018. The income earned in 2017 should not be considered. The farmer should be considered to have zero income.

- 3) If the applicant cannot provide the above items, they must provide a notarized statement of income.

J. Income of Minors

- 1) Earned Income – A minor’s (under 18 years of age) income is excluded in the determination of income eligibility.
- 2) Unearned Income - A minor who receives unearned income such as Social Security or SSI must be included, and is listed under the parent or legal guardian in the household.

K. A zero-income household is one in which the applicant reports no income is being received by any household members.

- 1) The applicant must verify how household bills and personal expenses are being paid for. If they are receiving money or in-kind assistance from someone, an affidavit must be obtained from the person providing the assistance. The statement must include the name of the applicant, amount, frequency, and signed by the person providing the assistance. Money given to the household must be counted as unearned income. If the person pays the bills directly to the vendor, this is not included as unearned income.
- 2) Households may report zero income as a result of a recent layoff, medical issues, or other events that have occurred within the last 30 days. Documentation shall be submitted to verify the event, and an affidavit signed by the applicant to declare zero income. Layoff documentation must be on the employer’s letterhead and state the date of the layoff.
- 3) Households (non-disabled) that report zero income **may** be referred to the Community Services Block Grant (CSBG) program to be put into case management, if the client agrees. Case management is **not** a requirement for eligibility in the LIHEAP program.
- 4) If a household has an open case with Social Security for disability determination, the applicant must show evidence of disability case pending, and present documentation from a medical physician stating the applicant is unable to work. The applicant may be referred to the local Ability to Work office to get an assessment, if the applicant has been waiting on a disability determination from Social Security for more than one (1) year. The applicant should return the Residual Functional Capacity Assessment from the Ability to Work office to the subgrantee.

Source: *Miss. Code Ann. § 43-1-2(4); Miss. Code Ann. § 43-1-4* Revised: May 2022

Rule 5.12 Threatening Behavior

- A. Any applicant who engages in the use of aggressive or disruptive language against a subgrantee agency, subgrantee staff, subgrantee contractor, or state/federal staff shall be prohibited from receiving services for one year from the date of the incident, for the first offense.
- B. Any subsequent threats or disruptive behavior will permanently disqualify the client from receiving services.
- C. When a threat or occurrence of physical contact is made against a subgrantee agency, subgrantee staff, subgrantee contractor, or state/federal staff, that staff person must complete an incident report and submit it to the subgrantee's Executive Director.
- D. Any kind of physical contact or threats with firearms or weapons will disqualify applicant or household from services permanently. During such incident, the subgrantee's Executive Director must contact local authorities and file a police report. A copy of the report and detailed account of the incident must be kept in the client's file, scanned into Virtual ROMA, and a copy must be submitted to the Director of Division of Community Services.

Source: 45 CFR 98.20; Miss. Code Ann. § 43-1-2(4); Miss. Code Ann. § 43-1-4 Revised: May 2022

Part 24 Chapter 6: Program Process and Procedures

Rule 6.1 Appointments.

- A. Applicants should be seen by appointment. Appointments must be given on a first-come, first-served basis, except in the case of emergencies (as listed in Section 6.10) when subgrantees must comply with the 18-48 hour rule, or when a non-availability of funds waitlist opens up.
- B. Applicants arriving within 15 minutes of appointment time shall be seen according to their scheduled appointment. Applicants who arrive later than 15 minutes for a scheduled appointment may have to wait to be seen depending on the time of next scheduled appointment; or be rescheduled for the next available appointment if they cannot be worked into schedule for that day. Subgrantee should make every effort to see the applicant that day if possible.
- C. If the subgrantee has a no-show or a cancellation after the 15-minute grace period, applicants waiting for their appointments shall be seen immediately. Subgrantee may then re-arrange schedule to accommodate other applicants.

Source: *Miss. Code Ann. § 43-1-2(4); Miss. Code Ann. § 43-1-4* Revised: May 2022

Rule 6.2 Walk-ins.

- A. Applicants should schedule an appointment for services. Walk-ins are discouraged unless in the case of emergencies. Emergencies must be verified by the applicant.
- B. An applicant shall not be denied an appointment because of inappropriate attire.

Source: *Miss. Code Ann. § 43-1-2(4); Miss. Code Ann. § 43-1-4* Revised: May 2022

Rule 6.3 Transfers.

- A. There are two types of client transfers:
 - 1. Intra-agency transfers occur when a client's file is reassigned within an agency. The person with Virtual ROMA agency administration rights is able to make the reassignment internally without DCS intervention.
 - 2. Inter-agency transfers occur when clients require services but the agency that last provided services does not provide the requested service. For instance, a client may seek weatherization services from an agency that only administers CSBG/LIHEAP. The requesting agency must contact the point of contact of the agency that has ownership to release the file. The agency that has ownership of the client's record must authorize release of the client to the requesting agency via "Concerns" in Virtual ROMA.

- B. Timely transfers are required to avoid any disruptions in client services. If there is an outstanding request for approval, it must be resolved before a transfer can be done. Transfers **must** occur with twenty-four (24) hours of the request. If this is an emergency, it must follow the 18/48 hour rule.
- C. No household members shall be approved as part of another household during a 30 day period. Emergency situations should be supported with appropriate documentation.

Source: *Miss. Code Ann. § 43-1-2(4); Miss. Code Ann. § 43-1-4* Revised: May 2022

Rule 6.4 Virtual ROMA. LIHEAP subgrantees shall be Virtual ROMA compliant. This compliance includes, but is not limited to:

- A. Every user of the Virtual ROMA system must be registered upon authorization by the subgrantee Executive Director.
- B. Users must agree to the terms and conditions of the use of Virtual ROMA by signing the ‘Confidentiality Statement’ and returning to DCS.
- C. Users are prohibited from sharing user IDs and passwords.
- D. Users are prohibited from scheduling client appointments outside of Virtual ROMA, except in the case of disasters. The subgrantee’s Executive Director shall request in writing and receive approval from DCS in this case.
- E. Subgrantees must ensure that every application for service originates through Virtual ROMA. In the event Virtual ROMA is not available, such as natural disaster, system outage, etc., upon approval by DCS Director, paper applications may be taken. The paper applications shall be entered in Virtual ROMA within two (2) business days of system availability.
- F. Subgrantees generate the electronic GET/PUT files weekly to submit claim forms.
- G. Subgrantees reconcile the payment reports between the fiscal and program units prior to payment. The reconciliation process between outstanding applications in ‘Approved’ and ‘Pending Payment’ statuses must be done after the GET and PUT files have been created.
- H. Subgrantees must adhere to equipment and software specifications to operate Virtual ROMA effectively.
- I. Subgrantees must ensure that personnel with application approval rights thoroughly review applications prior to approval to minimize errors.
- J. Subgrantees must inactivate, within 24 hours, any user(s) who through termination, resignation, job reassignment, or other reasons user is no longer with agency.

Source: *Miss. Code Ann. § 43-1-2(4); Miss. Code Ann. § 43-1-4* Revised: May 2022

Rule 6.5 Household Benefit.

- A. Subgrantees should pay the amount of the bill. Past due amounts, late fees and reconnect fees may be paid.
- B. Propane households should receive benefits in the amount of 100 gallons plus any applicable fees, per request up to the benefit matrix amount.
- C. Pre-pay account clients should receive benefits in the amount of the average monthly amount (as stated on printout/portal) plus any past due amount up to the benefit matrix amount.
- D. Subgrantees may use vendor portals when possible to verify the amount of the bill(s).

Source: *Miss. Code Ann. § 43-1-2(4); Miss. Code Ann. § 43-1-4* Revised: May 2022

Rule 6.6 Fees and Deposits.

- A. Reconnect fees or late fees resulting from a client's inability to pay can be paid from LIHEAP funds. The Subgrantee should advocate with energy vendors to ask for waivers of these fees.
- B. As part of the client's consumer education/energy conservation sessions, the case worker should communicate the importance of making timely payments or requesting extensions with energy vendors to avoid such fees.
- C. If reconnect fees or late fees are incurred because of the subgrantee's negligence or failure to make timely payments, these fees cannot be paid from LIHEAP funds. They must be paid from non-federal funds.
- D. Deposits may be paid more than once, depending on the household situation, such as emergency or life-threatening situations, as described in section 6.10. If a household has requested more than four (4) deposits, Subgrantee should refer household for case management to stabilize the household.

Source: *Miss. Code Ann. § 43-1-2(4); Miss. Code Ann. § 43-1-4* Revised: May 2022

Rule 6.7 Client Confidentiality.

- A. MDHS and its subgrantees are responsible for protecting the confidentiality of client information.
- B. Subgrantees must maintain client files under lock and key.

- C. Client appointments should be conducted in areas where the conversation cannot be overheard by others.
- D. Subgrantee staff should not discuss client confidential information with other staff unless to coordinate or proceed with client services.
- E. Even though the Virtual ROMA system has a screen for all users to agree to confidentiality before entering client data, each subgrantee staff member is required to sign a 'Confidentiality Statement' and submit to DCS prior to being granted access to the Virtual ROMA system.
- F. Client information should only be discussed with other service organizations/partners when referring households for additional services.
- G. The client must sign the 'Authorization of Release of Information Form' (Form ARF 001) in order for the subgrantee to refer the household for other services.

The only exception to the confidentiality requirement is if a client or household member discloses potential domestic abuse, child abuse/neglect, elderly abuse/neglect, or disabled abuse/neglect; the information must be reported to the proper authorities, regardless of the consent of the client.

Source: *Miss. Code Ann. § 43-1-2(4); Miss. Code Ann. § 43-1-4* Revised: May 2022

Rule 6.8 LIHEAP Benefit Matrix.

- A. The LIHEAP Act stipulates that households with the highest energy costs and needs receive the greatest benefit. LIHEAP benefits are paid based on household income, size of household, energy type, and main heating fuel source. LIHEAP benefits shall not exceed \$1500 per program year for a household. See Benefit Matrix Attachment.
- B. Subgrantees should be careful during the intake process to select the appropriate energy type when asking applicants about their main heating fuel. The main heating fuel is not what bill the applicant is seeking to be paid, but it is how the applicant primarily heats the home. The main heating fuel must not be changed unless the household moves. Also, if a mistake was made by the Subgrantee or client, the main heating fuel can be changed at the beginning of the next program year, once approval has been granted by DCS.
- C. A client cannot exceed their cap by energy type. For example, if the propane bill is \$900 and the overall cap is \$1200, the agency cannot pay in excess of the propane limit of \$800 even if client has not reached the overall cap of \$1200.
 - 1) Example: If a client has annual household income of \$14,500 and their household size is one (1), their maximum LIHEAP benefit for the program year of

2018 is \$1,100. Depending on how they heat their home the benefit caps by energy type follows:

- i. Propane: \$600
 - ii. Electric: \$500 or \$1,100 (for total electric households)
 - iii. Natural Gas: \$500
 - iv. Wood: \$240
 - v. The benefit amounts are recalculated as income changes if client returns for additional assistance during the program year.
- D. The “Total Electric” column represents the yearly amount that a total electric household may receive. All other households may receive a total of the electric column and the main heating source column that they use.
- E. Propane households should receive benefits in the amount of 100 gallons, per request up to the benefit matrix amount.
- F. The cost for the replacement, repair, or purchase of heating or cooling equipment does not count against the benefit matrix amount for the program year.

Source: *Miss. Code Ann. § 43-1-2(4); Miss. Code Ann. § 43-1-4* Revised: May 2022

Rule 6.9 Priority Population Procedures.

- A. Elderly and disabled households on fixed incomes will be certified for one year if no other household members with earned income exist.
- B. Subgrantees shall send appointment notice to elderly and disabled households in December to be seen in January, because new Social Security and SSI income letters will be received. Should further assistance be needed during the year, the client will only need to submit the energy bill. A new application is not needed. Subgrantees should allocate the amount of the bill for payment.
- C. The process by which appointments are given shall be determined by the subgrantee, (i.e. mornings, days of the week, caseworker to be assigned to this population, etc.). If a client is physically disabled and cannot come to the subgrantee, a caseworker can conduct a home visit to take the application, or the client can authorize someone to make an application on their behalf.
- D. If the client misses the appointment, no further benefits can be given until client comes in for another appointment to have eligibility determined.
- E. The client should be advised at the time of appointment and each subsequent recertification of the responsibility to report household changes within ten (10) days. Changes can be reported by mail, phone call, email, or office visit. Subgrantee should schedule an appointment for recertification within thirty (30) days of the reported change.

F. All contact with the client must be documented in Virtual ROMA. Changes may include, but are not limited to:

- 1) Increase or decrease in household members,
- 2) Increase or decrease in household income, or
- 3) Household moved

Source: *Miss. Code Ann. § 43-1-2(4); Miss. Code Ann. § 43-1-4* Revised: May 2022

Rule 6.10 Crisis and Emergency Services. Mississippi offers a year-round crisis assistance component of LIHEAP, entitled the Energy Crisis Intervention Program (ECIP), which provides assistance to low-income households who have encountered a crisis situation within the last 30 days.

A. Life Threatening Crisis- Eligible households with a life-threatening energy crisis must have the crisis relieved within 18 hours of an approved application. Resolution of a life-threatening crisis may include, but is not limited to: arranging for an immediate supply of fuel, securing a payment arrangement with the energy vendor, pledging the amount of bill to prevent shutoff or to restore service, purchase of heating/cooling equipment, etc. The following are considered life threatening:

- 1) Disaster (fire, gas leak, etc.),
- 2) Person(s) on life support or medical devices that require electricity,
- 3) Domestic violence, and/or
- 4) Elderly/disabled or child abuse/neglect.

B. Non-Life Threatening Crisis- Eligible households with a non-life threatening energy crisis must have the crisis relieved within 48 hours of an approved application. Resolution of a life-threatening crisis may include, but is not limited to; arranging for an immediate supply of fuel, securing a payment arrangement with the energy vendor, pledging the amount of bill to prevent shutoff or to restore service, purchase of heating/cooling equipment, etc. The following situations are considered non-life threatening:

- 1) Unexpected expense such as death of an immediate family member, funeral expenses, high medical expenses, etc;
- 2) Income loss within the last thirty (30) days (of date the subgrantee was contacted) due to layoff or termination of benefits;
- 3) Services are disconnected or threatened to be turned off;
- 4) Theft;

- 5) Displacement of a minor child (under the age of 18) due to client's inability to pay utilities, rent, etc.; and/or
 - 6) Other documented emergency within the last thirty (30) days, as deemed acceptable by the subgrantee.
- C. LIHEAP Assistance for Disaster Relief- Natural disaster (fire, hurricane, tornado, flood, etc.) or extreme inclement weather conditions determined by the National Weather Service and/or declared by the President or Governor. Allowable uses of LIHEAP funds for home energy-related needs resulting from a natural disaster or disasters as listed in Section A (1-2) of this chapter include:
- 1) Costs to temporarily house or shelter individuals in which homes have been destroyed or damaged;
 - a. Hotels (up to 5 days),
 - b. Apartments (1 month rent and deposit), or
 - c. Other living situations that place people in settings to preserve health and safety and to move them away from the crisis situation;
 - 2) Costs for transportation (such as cars, shuttles, buses) to move individuals away from the crisis area to shelters, when health and safety is endangered by loss of access to heating or cooling;
 - 3) Utility reconnection costs (does not include water and sewage);
 - 4) Repair or replacement cost for furnaces, air conditioners and heaters;
 - 5) Insulation repair;
 - 6) Coats and blankets, as tangible benefits to keep individuals warm;
 - 7) Crisis payments for utilities and utility deposits;
 - 8) Purchase and installation of fans, air conditioners and heaters;
 - 9) Purchase and installation of generators;
 - 10) Costs associated with mobile outreach; and
 - 11) Other things as needed (contact DCS for approval).
 - 12) The costs related to utility cost such utilities, deposits, reconnect fees, and late fees are counted against the annual matrix amount per household. Other costs shall not be counted against the annual max benefit amount per household (C1-2, C4-6, C8-11).

D. Deceased Head of Household

- 1) If the applicant dies before the application for services is approved, the application shall be approved if **all apply**:
 - a. All eligibility information received is accurate and meets income guidelines;
 - b. The bill is for an outstanding balance, not a deposit; and
 - c. There are other household members.
 - 2) This will allow the household to become stable until a new intake can be done to name a new head of household. The agency may assist the new head of household with changing the service into his/her name and paying any necessary deposits to do so.
 - 3) If the application is for a deposit for services, the application should be denied. If the household has another adult member, a new intake must be done to name a new head of household.
- E. Subgrantees shall, under no circumstances tell a client that they must have a disconnect notice to apply for assistance. This may put a household in a crisis situation which could be avoided by assisting with regular LIHEAP assistance.
- F. Applicants who are ineligible for crisis benefits shall be referred to other organizations that may be able to assist, or the subgrantee may contact energy vendor on applicant's behalf to see if payment arrangement or extension is available.
- G. Multiple emergency requests by a client may result in the subgrantee referring client to CSBG program for intensive case management.

Part 24 Chapter 7: Vendor Requirements

Rule 7.1 Vendor Agreements.

- A. Subgrantees must secure vendor agreements from energy vendors who receive energy payments on behalf of clients. New vendor agreements must be obtained if terms change or by MDHS requirement.
- B. Vendor Agreements and W-9 forms from each vendor must be on file at the subgrantee's main office and available for review upon request during each monitoring visit.
- C. Subgrantees must maintain original vendor agreements indefinitely.
- D. Vendor agreements are not needed for equipment purchases such as air conditioners, heaters, etc.

Source: *Miss. Code Ann. § 43-1-2(4); Miss. Code Ann. § 43-1-4* Revised: May 2022

Rule 7.2 Vendor Refunds.

- A. Vendor payments refunded to a subgrantee may occur as a result of a household moving, closing an account, other household circumstances, or instances of error or fraud.
- B. Accurate accounting of vendor refunds requires subgrantees and energy vendors to coordinate carefully.
- C. Subgrantees must inform energy vendors to send the refund checks to the agency that submitted the payment on behalf of the household.
- D. If the refund is for a deposit, the vendor can utilize the funds to offset the final bill. However, if there is an overage, the funds must be returned to the subgrantee.
- E. The following information must be submitted with each refund check, even if the refund check is for more than one household:
 - 1) Household's name (name on the account)
 - 2) Address
 - 3) Account number
 - 4) Amount of household refund
 - 5) Year credit occurred

- 6) Date of payment on account
 - 7) Reason for refund
- F. Subgrantees should account for these refunds separately in their accounting system. It is very important that each refund be identified by the LIHEAP program year.
- G. Effective as of the 2015 LIHEAP grant year, subgrantees must return all vendor refunds to the Department of Human Services- Division of Community Services. Subgrantees must submit one check for all refunds received for the current year LIHEAP grant (for program year January 1- December 31, 2018) by January 31, 2019. For grants that are extended (carried over), all refunds received from January 1- June 30, 2019) should be submitted in one check to be received by July 31, 2019. Subsequent years will follow this schedule. Subgrantees must submit the following information with each subgrantee refund check:
- 1) Vendor Name and Vendor check #
 - 2) Household name for each refund
 - 3) Address
 - 4) Account number
 - 5) Client ID number
 - 6) Amount of household refund
 - 7) Reason for refund
 - 8) LIHEAP grant year
 - 9) Date of benefit
 - 10) Date refund received by Subgrantee
- H. Subgrantee checks should be made payable to: Treasurer, State of Mississippi and mailed to:
- Director, Division of Community Services
200 South Lamar Street
Jackson, Mississippi 39201
- I. Current year vendor refunds will be awarded to subgrantees in their modifications. MDHS-DCS will return any prior year refunds to the Department of Health and Human Services, Office of Community Services.

Source: *Miss. Code Ann. § 43-1-2(4); Miss. Code Ann. § 43-1-4* Revised: May 2022

Rule 7.3 Vendor Payments. Subgrantees must make payments on client accounts to vendors within twenty (20) business days of application approval. Failure to comply will result in a DCS request for Program Integrity to conduct an additional monitoring visit which may result in questioned cost.

Part 24 Chapter 8: Program Compliance

Rule 8.1 Reporting and Accountability.

- A. LIHEAP Household Report information collection is conducted in accordance with the Low-Income Home Energy Assistance Program (LIHEAP) statute (Public Law 97-35, as amended), and 45 CFR 96.82. Information received from this collection provides data to the Administration and Congress in its oversight of grantees' performance in administering the LIHEAP program. The responses to this collection are required in order to obtain LIHEAP funding in accordance with Section 2605(c) (1) (G) of the LIHEAP statute.

The purposes of the LIHEAP Household Report is to report on the number of households assisted with current federal fiscal year funds and those LIHEAP funds obligated in the prior federal fiscal year, but not expended until the current federal fiscal year.

- B. Program Integrity Assessment is part of an effort by HHS to ensure that effective preventive controls, fraud detection, monitoring, and prosecution systems exist at all levels of the program's administration to prevent improper payments, fraud, waste or abuse. Subgrantees must specifically address how the plan will address key elements of an effective fraud prevention system.
- C. LIHEAP Performance Measures report is required by The Office of Community Services (OCS) as a part of the LIHEAP statute to report to Congress on program impacts annually, to develop performance goals, to ensure that benefits are targeted to those households with the greatest home energy need, and to assure that timely resources are available to households experiencing home energy crises.

OCS published a Federal Register notice on June 6, 2013, announcing their intent to seek authorization to require state LIHEAP grantees to report on several new outcome-based LIHEAP performance measures. OCS is now proposing to collect annual data that will establish four performance indicators of the impact of LIHEAP services on its recipients. The data collected will be synthesized to create the following performance measures:

- 1) Benefit Targeting Index for High Burden Households – measures the extent to which the highest benefits are provided to the LIHEAP recipient households with the highest energy burden (the percent of gross income spent on utility costs);
- 2) Energy Burden Reduction Index for High Burden Households – measures the extent to which LIHEAP benefits are adequate to deliver the same energy burden reduction to high burden recipient households as to low and moderate burden recipient households;
- 3) Prevention of Loss of Home Energy Services - the unduplicated count of households where LIHEAP prevented the loss of home energy services; and

- 4) Restoration of Home Energy Services - the unduplicated count of households where LIHEAP restored home energy services to the client.
- D. Leveraging Report - The State of Mississippi shall participate in the LIHEAP Leveraging Incentive Program. Subgrantees are required to report annually on leveraged resources/benefits received to further assist low-income households with energy-related services. Examples of leveraged resources/benefits include but are not limited to: discounts, arrearage forgiveness, deposit waivers, weatherization material donations, reconnect fee waivers.
- E. Monthly Cost Sheets are required to be submitted monthly by Subgrantees to show expenditures by cost category and line items. These forms should be submitted to the Division of Budgets and Accounting, Office of Procurement Services.
- F. Closeouts - Please see the 'MDHS Subgrant/ Agreement Manual' found at www.mdhs.ms.gov/subgrantee-manual/ for closeout policy.

Source: *Miss. Code Ann. § 43-1-2(4); Miss. Code Ann. § 43-1-4* Revised: May 2022

Rule 8.2 Client Complaints/Concerns. DCS receives client complaints and concerns from the MDHS Constituent Services unit, and phone calls from clients or other individuals. Subgrantees should follow these steps when responding to DCS:

- A. DCS will email the client complaint/concern form to the subgrantee's Executive Director and/or Program Director.
- B. The subgrantee must contact client and provide a response and/or resolution to DCS within one (1) business day of email.
- C. If additional time is required to completely resolve the issue, the subgrantee must notify DCS of the additional time needed by email within two (2) business days.
- D. If a client makes a complaint at the subgrantee's office, the subgrantee should attempt to resolve issues before giving the DCS number to the client.

Source: *Miss. Code Ann. § 43-1-2(4); Miss. Code Ann. § 43-1-4* Revised: May 2022

Rule 8.3 LIHEAP Household Report. The purposes of the LIHEAP Household Report is to report the number of households assisted with current federal fiscal year funds and those LIHEAP funds obligated in the prior federal fiscal year, but not expended until the current federal fiscal year. ____ This information collection is conducted in accordance with the Low-Income Home Energy Assistance Program (LIHEAP) statute (Public Law 97-35, as amended), and 45 CFR 96.82. Information received from this collection provides data to the Administration and Congress in its oversight of grantees' performance in administering the LIHEAP program. The responses to this collection are required in order to obtain LIHEAP funding in accordance with Section 2605(c) (1) (G) of the LIHEAP statute.

Source: *Miss. Code Ann. § 43-1-2(4); Miss. Code Ann. § 43-1-4* Revised: May 2022

Rule 8.4 Program Integrity Assessment. The annual assessment is part of an effort by HHS to ensure that effective preventive controls, fraud detection, monitoring, and prosecution systems exist at all levels of the program's administration to prevent improper payments, fraud, waste or abuse. Subgrantees must specifically address how the plan will address key elements of an effective fraud prevention system.

Source: *Miss. Code Ann. § 43-1-2(4); Miss. Code Ann. § 43-1-4* Revised: May 2022

Rule 8.5 LIHEAP Performance Measures. The Office of Community Services (OCS) is required by the LIHEAP statute to report to Congress on program impacts annually, to develop performance goals, to ensure that benefits are targeted to those households with the greatest home energy need, and to assure that timely resources are available to households experiencing home energy crises. OCS published a Federal Register notice on June 6, 2013, announcing their intent to seek authorization to require state LIHEAP grantees to report on several new outcome-based LIHEAP performance measures. OCS is now proposing to collect annual data that will establish four performance indicators of the impact of LIHEAP services on its recipients. The data collected will be synthesized to create the following performance measures:

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- B. Energy Burden Reduction Index for High Burden Households – measures the extent to which LIHEAP benefits are adequate to deliver the same energy burden reduction to high burden recipient households as to low and moderate burden recipient households;
- C. Prevention of Loss of Home Energy Services - the unduplicated count of households where LIHEAP prevented the loss of home energy services; and
- D. Restoration of Home Energy Services - the unduplicated count of households where LIHEAP restored home energy services to the client.

Source: *Miss. Code Ann. § 43-1-2(4); Miss. Code Ann. § 43-1-4* Revised: May 2022

Rule 8.6 Leveraging Report. The State of Mississippi shall submit LIHEAP Leveraging Report. Subgrantees are required to report annually on leveraged resources/benefits received to further assist low-income households with energy-related services. Examples of leveraged resources/benefits include but are not limited to: discounts, arrearage forgiveness, deposit waivers, weatherization material donations, and reconnect fee waivers.

Source: *Miss. Code Ann. § 43-1-2(4); Miss. Code Ann. § 43-1-4* Revised: May 2022

Rule 8.7 Monthly Cost Sheets. Subgrantees are required to submit Monthly Cost Sheets to show expenditures by cost category and line items. These forms must be submitted to the Division of Budgets and Accounting, Office of Procurement Services.

Source: *Miss. Code Ann. § 43-1-2(4); Miss. Code Ann. § 43-1-4* Revised: May 2022

Rule 8.8 Closeouts. Please see the ‘MDHS Subgrant/ Agreement Manual’ found at www.mdhs.ms.gov/subgrantee-manual/ for closeout policy.

Source: *Miss. Code Ann. § 43-1-2(4); Miss. Code Ann. § 43-1-4* Revised: May 2022

Rule 8.9 Case Files.

- A. Applications and supporting documentation for applicants must be kept in individual case files. Case files must be filed in alphabetical order according to last name. They should always be maintained under lock and key, and housed in the local county of residence of the client. Active case files and inactive case files should be maintained separately.
- B. Case files must not contain copies of client personal identity information (PII) such as social security cards, birth certificates, photo id, etc. These documents must be scanned into Virtual ROMA only and given back to the client.
- C. Please refer to the MDHS Subgrantee Agreement Manual for file retention requirements. However, as a general rule, case files must be maintained for three (3) years. If there is a documented case of waste, fraud, and abuse, audit findings, or a fair hearing was conducted, the file must be maintained for ten (10) years.
- D. The following documents must be in a case file and scanned into Virtual ROMA:
 - 1) Proof of income for all household members;
 - 2) Copy of bill(s) to be paid or portal printout from energy vendor;
 - 3) Intake Form (signed and dated);
 - 4) Authorization of Release of Information form (signed and dated);
 - 5) Client service page (signed and dated);
 - 6) Budget sheet;
 - 7) Payment voucher;
 - 8) RFAI form (signed and dated);
 - 9) Notice of Services form; and
 - 10) Notification of Pending Services form.

Source: *Miss. Code Ann. § 43-1-2(4); Miss. Code Ann. § 43-1-4* Revised: May 2022

Rule 8.10 Waste, Fraud, and Abuse. The Mississippi Department of Human Services has a zero tolerance for the commission or concealment of acts of waste, fraud and abuse. Allegations of such acts will be investigated and pursued to their logical conclusion, including legal action when warranted.

- A. Waste involves the taxpayers not receiving a reasonable value for money in connection with any government funded activities due to an inappropriate act or omission by players with control over or access to government resources.
- B. Fraud is a type of illegal act involving the obtaining of something of value through willful misrepresentation or a false representation of a material fact, whether by words or by conduct, by false or misleading allegations, or by concealment of that which should have been disclosed, which deceives another so that he acts, or fails to act to his detriment.
- C. Abuse involves behavior that is deficient or improper when compared with behavior that a prudent person would consider reasonable and necessary business practice given the facts and circumstances. Abuse also includes misuse of authority or position for personal financial interests or those of an immediate or close family member or business associate.
- D. Types of Waste and Abuse include, but are not limited to:
 - 1) Employee- Omitting client information, ghost clients, charging application fees, former employee having access to software, receiving kickback from vendor, etc.
 - 2) Client- Misrepresenting household size or income, falsifying application, forging documents needed to complete intake, etc.
 - 3) Vendor/Contractor- Charging a higher amount than the lowest allowable, doctoring delivery tickets, providing financial incentive to staff to overlook unallowable charges, double charges, incorrect pricing, etc.
- E. Reporting Related to Waste, Fraud, and Abuse
 - 1) Employee (MDHS) - Any employee who has knowledge of waste, fraud or abuse, or has a good reason to suspect that such conduct has occurred, shall adhere to this policy. When suspected fraudulent activity, waste, or abuse is observed by, or made known to an employee, the employee shall immediately report the activity to their direct supervisor. If the employee believes that the supervisor is involved with the activity, they shall immediately report the activity to the Division of Community Services' Director. If the employee believes that the Division Director may be involved with the activity, the employee shall report the activity to the Office of Inspector General at 1-800-299-6905.
 - 2) Employee (Subgrantee) - Any employee who has knowledge of waste, fraud or abuse, or has a good reason to suspect that such conduct has occurred, shall adhere to the procedure in this policy. When suspected fraudulent activity, waste, or abuse is observed by, or made known to, an employee, the employee shall immediately report the activity to his/her direct supervisor. If the employee believes that the supervisor is involved with the activity, s/he shall immediately

report the activity to the Executive Director. If the employee believes that the Executive Director may be involved with the activity, the employee shall report the activity to the Board of Directors. If it is believed that the Board is involved, it shall be reported to the Office of Inspector General at 1-800-299-6905.

- 3) Client or General Public - DCS cannot compel citizens and clients to report suspected instances of waste, fraud and abuse. DCS, however, strongly encourages citizens and clients to report such. Once management at the subgrantee level or at the state level has been informed of suspected waste, fraud or abuse, management shall provide the client with the established procedures for filing a report. The Office of Inspector General may be contacted at 1-800-299-6905.
- 4) Vendor - Any citizens, customer, vendor or agency that has knowledge of waste, fraud or abuse, or has a good reason to suspect that such conduct has occurred should report the occurrence to the Office of Inspector General at 1-800-299-6905 and may result in an investigation being conducted.
- 5) A confidential report may be submitted through the Virtual Roma website found on <https://virtualroma.mdhs.ms.gov>. If the reporting party does not have access to this system, reporting may be completed at the following contact information:

Call toll free number: 1-800-299-6905

Fax number: 601- 359- 5047

Address: Office of Inspector General

200 South Lamar Street

Jackson, MS 39201

- 6) Providing specific occurrence details of suspected waste, fraud, and abuse will expedite investigative efforts. There is no requirement to submit identifying information from those who wish to report suspected waste, fraud, and abuse.
- 7) Tips will be investigated in the order that they have been received with no preference given to those who provided identifying information.

F. Penalties for Substantiated Waste, Fraud, and Abuse- Once an investigation has been completed and reviewed by MDHS Office of Inspector General, penalties may be enforced as follows:

- 1) Employee - Employees of MDHS or Subgrantee who have been found guilty of waste, fraud and abuse are subject to prosecution and/or recoupment of any benefits provided, following due process as defined in subgrantee regulations and may be terminated.

- 2) Client - If it is the client's first offense they will be ineligible for services for an entire year from the date of the decision and benefits recouped. If it is the client's second offense, they will be disqualified permanently from the program and is subject to prosecution and/or recoupment of any benefits provided, following due process as defined in agency regulations.
- 3) Vendors and Contractors - Vendors/Contractors suspected of fraud and/or misrepresentation may be suspended from participation and may be subject to prosecution and/or recoupment of any benefits provided, following due process as defined in agency regulations.

Source: *Miss. Code Ann. § 43-1-2(4); Miss. Code Ann. § 43-1-4* Revised: May 2022

Rule 8.11 Whistleblower Protection. According to Mississippi Code Section 25-9-173, et seq. an employer can not dismiss or otherwise adversely affect the compensation or employment status of an employee who testifies or provides information to an investigative body.

Source: *Miss. Code Ann. § 43-1-2(4); Miss. Code Ann. § 43-1-4* Revised: May 2022

Rule 8.12 Criminal/Illegal Activities.

- A. LIHEAP funds may not be used to pay for any criminal acts punishable with fines, fees, penalties, and/or imprisonment. An application that is submitted for a bill which explicitly states that part of the bill is inclusive of an illegal activity such as tampering and other theft for services shall not be approved until the tampering fees/penalties are paid.
- B. The energy vendor may adjust the bill to remove the illegal fees and the Subgrantee can pay the portion that does not include such fees and penalties. Further, fees and penalties must be paid prior to any LIHEAP funds being obligated on behalf of the client's bill.

Source: *Miss. Code Ann. § 43-1-2(4); Miss. Code Ann. § 43-1-4* Revised: May 2022

Rule 8.13 Monitoring and Audit

The Mississippi Department of Human Services (MDHS) is required to monitor the activities of its subgrantees by following the Single Audit Act Amendments of 1996, the Office of Management and Budget (OMB) Circular A-133, Audits of States, Local Governments, and Non-Profit Organizations, and the OMB Circular A-133 Compliance Supplement. MDHS shall monitor each project, program, subgrant, function, or activity supported by a Federal award to assure compliance with applicable Federal regulations and that performance goals are achieved.

A. Monitoring

- 1) The Department of Health and Human Services (DHHS) requires States to conduct on-site monitoring of LIHEAP subgrantee's once every three (3) years.

MDHS elects to conduct an annual monitoring visit to ensure compliance with applicable Federal and State regulations, policies, and procedures.

- 2) MDHS has established uniform monitoring policies designed to ensure that all subgrants under the jurisdiction of MDHS are administered in compliance with Federal requirements and with the terms of the subgrant agreements. Monitoring subgrants, for compliance with the applicable Federal regulations, State laws, Agency policies, and the terms of the subgrant agreements, is the responsibility of the MDHS Division of Monitoring. Please see the 'MDHS Subgrant/ Agreement Manual' found at www.mdhs.ms.gov/subgrantee-manual/ for the complete monitoring policy.
- 3) Subgrant monitoring procedures may include several of the various options available. These options include: reviewing reports submitted by the subgrantee; reviewing documentation supporting expenses reported under MDHS subgrants; reviewing the subgrantee's single audit or program-specific audit results and evaluating audit findings and the subgrantee's corrective action plan; performing on-site reviews of fiscal and programmatic records and observing subgrantee operations; and/or, arranging for limited scope audits of specific compliance areas.

B. Single Audit

- 1) The Director of the Division of Monitoring reviews the subgrantee's audit finding(s), and forwards to the Division of Community Services and the Monitoring Supervisor.
- 2) The audit finding(s) is then placed on a spreadsheet, discussed during monitoring visits with the said subgrantee, and addressed on the monitoring report performed by the Division of Monitoring.
- 3) Please see the 'MDHS Subgrant/ Agreement Manual' found at <https://www.mdhs.ms.gov/administrative-codes/> for specific Single Audit requirements.

C. Federal Program Compliance Review

- 1) At any time the Department of Health and Human Services, Office of Community Services, Division of Energy Assistance may conduct a program compliance review of the State.
- 2) During this review, subgrantees are selected to be monitored on program compliance. Subgrantees must cooperate fully with federal reviewers and provide any requested documentation.

Source: *Miss. Code Ann. § 43-1-2(4); Miss. Code Ann. § 43-1-4* Revised: May 2022

Rule 8.14 Fair Hearing Process

A. A fair hearing is available for any applicant or recipient upon written request. A fair hearing provides an opportunity for a more formal review by the subgrantee's Board of Directors concerning the point(s) of dissatisfaction. If the applicant or recipient is still dissatisfied from said Boards' decision, the decision may be appealed to the Division of Administrative Hearings.

B. Basis for a Fair Hearing

1) Applicant(s) or recipient(s) shall be provided a copy of the 'Fair Hearing Process' during each application or recertification. Upon denial of services, a copy of the 'Fair Hearing Process' will be mailed with the denial letter to the applicant. A copy of the process will also be clearly posted in all subgrantee office locations.

2) The basis for a fair hearing is listed below:

a. An applicant or recipient whose application or recertification concerning eligibility assistance was denied;

b. An applicant or recipient whose claims for assistance are not acted upon reasonable promptness; or

c. Any other adverse action that detrimentally affects the applicant or recipient by the subgrantee and/or agency

3) Some issues are not subject to fair hearings, in which includes but not limited to, a subgrantee failing to have enough funds for the county that the applicant resides in. In this case, said subgrantee should refer applicant(s) to other social service providers, or use non-federal funds if available. If a county runs out of funds before the end of the program year, said subgrantee must maintain a list of applicants who could not be served. These applicants must receive priority when scheduling appointments at the start of the new program year or if additional funds are awarded.

D. Appeal to the Subgrantee Level

1) After having exhausted all channels of resolution with the Executive Director of the Subgrantee, the applicant or recipient must submit a written request for a fair hearing to the subgrantee Board of Directors within thirty (30) calendar days that the adverse action occurred. The written request must include the following:

- a. Name and address of applicant or recipient,
- b. Name of subgrantee,
- c. Date of denial notice or adverse action taken,
- d. Reason for said action,

- e. Justification stating why action should not be taken,
 - f. Statement requesting a fair hearing, and
 - g. Two (2) signed and dated copies of the request (original and one copy).
- 2) Upon receipt of the applicant or recipient's request, the subgrantee Board of Directors must set the date of the fair hearing for the next scheduled board meeting. The fair hearing will be conducted at the discretion of the Board of Directors for the subgrantee. Said board shall render a written decision within five (5) business days of the fair hearing date.

E. Appeal to MDHS

- 1) Written Appeal to MDHS for Fair Hearing: After having exhausted all channels for resolution at the subgrantee level, the applicant or recipient has thirty (30) calendar days from the date of the subgrantee Board of Directors' decision letter to submit a written request. The written request must include a copy of the original hearing request and the Board of Directors' decision letter. The request should be submitted to:
- Mississippi Department of Human Services
Director of Administrative Hearings
Post Office Box 352
Jackson, Mississippi 39205
- 2) Notice for the Fair Hearing: The recipient or applicant and subgrantee shall receive written notice of the hearing, in which will include a statement of the date and time the hearing is to be held. The hearing may be held telephonically unless a face-to-face hearing is requested. A fair hearing shall be scheduled within seven (7) calendar days the Director of Administrative Hearings receives a proper written request.
- 3) Evidence and/or Documents: All documents relating to any pending proceeding must be submitted to the Director of Administrative Hearings Division of MDHS at the address listed above.
- 4) Informal Disposition: Informal disposition may be made of any case by written stipulation, agreed settlement, consent order, or default.
- 5) Postponement/Continuance: The hearing officer may grant a postponement or a continuance of the fair hearing for good cause based upon a written, advanced request by either party.
- 6) Conduct of Fair Hearings: Subject to the hearing officer's ruling and recommended decision, opportunity must be given to all parties to respond, present evidence, argue all issues involved and call witnesses. A recording of each fair hearing should be made. If a party fails to appear, it may forfeit all rights.

- 7) Order of Hearing: The hearing officer calls the fair hearing to order; introduces himself/herself and gives a brief statement of the nature of the proceeding; states what documents the record contains; calls for opening statements by each party; questions witnesses at will, and adjourns the fair hearing after all evidence has been presented. During testimony, the applicant, recipient or subgrantee's representative(s) may question witnesses, cross-examine the other party's witnesses, and redirect if necessary.
- 8) Recommended Decisions and Final Decisions The hearing officer shall have the responsibility of preparing a statement summarizing the facts brought out in the fair hearing, indicating the policy governing the issue at hand, and making a recommended decision based on the evidence presented. The recommended decision shall be based only on evidence, testimony, and documents presented at the fair hearing. Following the fair hearing adjournment, the hearing officer will forward, both the record and recommended decision, to the MDHS Executive Director for adoption, modification, or reversal. The final decision of the MDHS Executive Director will be forwarded to the recipient or applicant along with the Executive Director of the subgrantee. The decision of the MDHS Executive Director shall be final and binding. The recipient or applicant has exhausted all administrative appeals after the decision from the MDHS Executive Director has been rendered.

F. Appeal to U.S. Department of Health and Human Services

- 1) If the final MDHS decision is not satisfactory, the applicant or recipient has ten (10) calendar days to submit a written request to U.S. Department of Health and Human Services. Said request should be sent to:

Secretary
U.S. Department of Health and Human Services
Office of Community Services
370 L'Enfant Promenade, S.W., 5th Floor
Washington, D.C. 20449

- 2) The written request must include a copy of the original hearing request, the Board of Directors' decision letter, and the final decision from MDHS. A decision and/or hearing will be issued and/or conducted based on the discretion of the U.S. Department of Health and Human Services.
- 3) Note: If at any point during the fair hearings process the original adverse action or denial decision is overturned, the proper actions will be taken by the subgrantee.

Source: *Miss. Code Ann. § 43-1-2(4)*; *Miss. Code Ann. § 43-1-4* Revised: May 2022

APPENDIX

Subgrantee List

AJFC Community Action Agency, Inc.	County	Phone Number
Carmen Drake, Chief Executive Officer capdir@ajfcaa.org P.O. Box 3011 (39121) 8A Seltus St. Natchez, MS 39120 Office Hours: 8:00 a.m. – 4:30 p.m.	Adams	601-442-8681
	Claiborne	601-437-5419
	Copiah	601-894-4745
	Franklin	601-384-5587
	Jefferson	601-786-3711
	Lawrence	601-587-4370
	Lincoln	601-833-6349
Bolivar County Community Action Agency Inc.	County	Phone Number
Elnora Littleton, Executive Director capdir@bolivarcaa.org 810 E. Sunflower Road, Suite 120 Cleveland, MS 38732 Office Hours: 8:00 a.m. – 4:30 p.m.	Bolivar	662-846-1491
Central Mississippi Inc.	County	Phone Number
Pamela Gary, Executive Director pgary@cmicsp.org 101 South Central Avenue Winona, MS 38967 Office Hours: 8:00 a.m. – 5:00 p.m.	Attala	662-792-4033
	Carroll	662-283-4781
	Grenada	662-226-7953
	Holmes	662-834-2437
	Leflore	662-283-1988
	Montgomery	662-283-4781
	Yalobusha	662-226-7953
Coahoma Opportunities, Inc.	County	Phone Number
Edward L. Seals, Executive Director esealscoi@cableone.net P.O. Box 1445 115 Issaquena Avenue Clarksdale, MS 38614 Office Hours: 8:00 a.m. – 5:00 p.m.	Coahoma	662-624-4887
Community Action of South Mississippi	County	Phone
Vanessa Gibson, Executive Director vgibson@jccac.com P.O. Box 8723 5343 Jefferson Street Moss Point, MS 39563 Office Hours: 8:30 a.m. – 4:30 p.m.	George	601-947-5989
	Harrison	228-284-6772
	Jackson	228-769-3156

Hinds County Human Resource Agency	County	Phone
Kenn Cockrell, President & CEO kennco@hchra.org P.O. Box 22657 (39211) 258 Maddox Road Jackson, MS 39212 Office Hours: 8:00 a.m. – 5:00 p.m.	Hinds	601-923-3950
LIFT, Inc.	County	Phone
Dorothy Leasy, Executive Director dleasy@liftcaa.org P.O. Box 2399, Tupelo, MS 38803 2577 McCullough Blvd., Belden MS 38826 Office Hours: 8:00 a.m. – 5:00 p.m.	Calhoun	662-412-2222
	Chickasaw	662-447-2089
	Itawamba	662-862-4894
	Lafayette	662-238-6222
	Lee	662-842-9511
	Monroe	662-369-4695
	Pontotoc	662-489-7329
	Union	662-534-8104
Madison County Citizens Service Agency	County	Phone
Dr. Mary Sims-Johnson, Executive Director MSJohnson@mccsaweb.org P.O. Box 1358 1005 W. Peace Street Canton, MS 39046 Office Hours: 8:00 a.m. – 5:00 p.m.	Madison	601-855-5710
Mid-State Opportunity, Inc.	County	Phone Number
Lynda Bradford, Executive Director midstateopp@bellsouth.net 204 North Church Street Charleston, MS 38921 Office Hours: 8:00 a.m. – 4:45 p.m.	DeSoto	662-895-4153
	Panola	662-487-3076
	Quitman	662-326-8131
	Tallahatchie	662-647-2463
	Tate	662-562-7733
	Tunica	662-363-2751
Multi-County Community Service Agency	County	Phone Number
Ronald Collier, Executive Director rcollier@multicountycsa.org P.O. Box 905 (39302) 2906 St. Paul Street Meridian, MS 39302 Office Hours: 8:00 a.m. – 5:00 p.m.	Clarke	601-776-3461
	Jasper	601-787-4844
	Kemper	601-743-5752
	Lauderdale	601-483-4838
	Neshoba	601-656-7261
	Newton	601-683-2733
	Scott	601-469-3061
	Smith	601-782-9578
	Wayne	601-735-3470

Northeast MS Community Services	County	Phone Number
Steve Gaines, Executive Director sgaines@maxxsouth.net P.O. Box 930 801 Hatchie Street Booneville, MS 38829 Office Hours: 8:00 a.m. – 4:30 p.m.	Alcorn	662-286-9263
	Benton	662-224-8912
	Marshall	662-252-2713
	Prentiss	662-728-8141
	Tippah	662-837-9812
	Tishomingo	662-423-7013
Pearl River Valley Opportunity, Inc.	County	Phone Number
Thomas Morris, Executive Director tmorris@prvoinc.org P.O. Box 188 756 U.S. Highway 98 Columbia, MS 39429 Office Hours: 8:00 a.m. – 5:00 p.m.	Covington	601-765-4871
	Forrest	601-545-8110
	Jefferson Davis	601-792-5356
	Jones	601-428-3171
	Lamar	601-794-1093
	Marion	601-736-9564
	Pearl River	601-798-4944 601-403-2203
	Perry	601-964-8231
	Greene	601-394-2239
	Hancock	228-231-1314
	Stone	601-928-5540
Prairie Opportunity Inc.	County	Phone Number
Laura A. Marshall, Executive Director lamarshall@bellsouth.net P.O. Box 1526 501 Hwy. 12 West, Suite 110 Starkville, MS 39759 Office Hours: 8:00 a.m. – 5:00 p.m.	Choctaw/Webster	662-258-8233
	Clay	662-494-4862
	Leake	601-267-4510
	Lowndes	662-328-1669
	Noxubee	662-726-4861
	Oktibbeha	662-323-3397
	Winston	662-773-3465
South Central Community Action Agency	County	Phone Number
Sheletta Buckley, Executive Director sbuckley@yoursccaa.com P.O. Box 6590 (39282) 3891 I-55 South Frontage Road Jackson, MS 39212 Office Hours: 8:00 a.m. – 5:00 p.m.	Madison (CSBG)	601-407-5473
	Rankin	601-824-8844/ 601-825-1309
	Simpson	601-847-5552
Southwest Mississippi Opportunity, Inc.	County	Phone Number
Keisha Butler, Executive Director kbutler@swmocaa.org P.O. Box 1667 99649) 4116 Hwy. 51 South McComb, MS 39648 Office Hours: 8:00 a.m. – 4:30 p.m.	Amite	601-225-7878
	Pike	601-684-5593
	Pike	601-249-3034
	Walthall	601-876-4511
	Wilkinson	601-888-4211

Sunflower-Humphreys Counties Progress Inc.	County	Phone Number
Monica Hope, Chief Executive Officer Mohope11@yahoo.com P.O. Box 908 414 Martin Luther King Drive Indianola, MS 38751 Office Hours: 8:00 a.m. – 5:00 p.m.	Humphreys	662-247-1961
	Sunflower	662-887-1432
Warren-Washington-Issaquena-Sharkey CAA	County	Phone Number
Jannis Williams, Executive Director jcwilli@wwisca.org P.O. Box 1813 1538 Old Leland Road Greenville, MS 38701 Office Hours: 8:00 a.m. – 5:00 p.m.	Issaquena	662-873-2595
	Sharkey	662-873-2595
	Warren	601-638-2474
	Washington	662-378-8663
	Yazoo	662-746-1517

Authorization of Release of Information Form

Authorization of Release of Information Form

By signing below, I, _____
(Client name) acknowledge that additional
information or documentation may be needed to determine my household's eligibility for assistance. This
authorization gives permission and authorizes _____
(Agency Name)
to release or request information on my behalf to the agencies listed below:

- ☐ _____
- ☐ _____
- ☐ _____
- ☐ _____

I understand any information obtained will be kept confidential and will only be used for the purposes of determining eligibility or referral services. This authorization will remain effective for one year from the date of my signature or if I withdraw my consent, whichever comes first.

Signature Date

ENERGY VENDOR (Electric/Gas/Water/Wood)

This authorization gives permission to my electric company, _____ and/or gas
company, _____ and/or wood vendor, _____ and/or
water vendor, _____ to provide information about my account to the Mississippi
Department of Human Services, Division of Community Services for the purposes of reporting data to the U.S.
Department of Health and Human Services in the LIHEAP Performance Measures Report, and/or eligibility
determination, program evaluation, and analysis, including before and after receiving LIHEAP, LIHWAP or
Weatherization Services. Information to be provided may include, but not be limited to: my annual energy
consumption, cost, billing information, payment history, disconnection, past-due amounts and life support
status. This authorization will remain effective for one year from the date of my signature. I also understand
that this authorization does not guarantee that my household will receive assistance.

Account Name:	Service Address:
Account Number:	SSN (last 4 digits):

Signature Date

Print Name Phone Number

Request for Additional Information

**COMMUNITY SERVICES BLOCK GRANT (CSBG)
LOW INCOME HOME ENERGY ASSISTANCE PROGRAM (LIHEAP)
LOW INCOME HOUSEHOLDS WATER ASSISTANCE PROGRAM (LIHWAP)
WEATHERIZATION ASSISTANCE PROGRAM (WX)**

REQUEST FOR ADDITIONAL INFORMATION

Name: _____

Social Security Number: _____ Date Completed: _____
(Last four digits)

Date Returned to Agency: _____

Program: ☐ CSBG ☐ LIHEAP ☐ LIHWAP ☐ Weatherization

Your application for assistance is pending until the following information is missing:

_____ Proof of home energy bill. You may submit a bill from your energy vendor (light bill, gas bill, wood bill, etc.) which shows your name and/or account number OR a statement from your landlord showing that utilities are included in your rent OR a notarized wood vendor verification (Form LI-16) if your primary source of heat is wood.

_____ Proof of income

- _____ a. Pay stubs or a statement from your employer for last four weeks of employment. The amount you earned BEFORE deductions (gross income) must be shown.
- _____ b. Supplemental Security Income (SSI) award letter.
- _____ c. Temporary Assistance for Needy Families (TANF) award letter. (excluding LIHWAP)
- _____ d. Social Security award letter
- _____ e. Veteran's Benefits award letter.
- _____ f. Unemployment income determination letter.
- _____ g. Most recent Federal Income tax return with schedule C (self-employed persons only).
- _____ h. Unemployment registration printout/verification.
- _____ i. Letter from employer stating layoff or termination.

_____ Social Security Cards for _____

_____ Affidavit

- a. _____ Separated Persons
- b. _____ Zero Income

_____ Other _____

If the requested information is not received within ten (10) days from this date, your application will be denied.

Please return to:

Phone
Fax

Client's Signature

Case Worker's Signature

Revised: 05/11/2021

Vendor Agreement Form

**Mississippi Department of Human Services (MDHS)
Division of Community Services (DCS)**

**Vendor Agreement
Low-Income Home Energy Assistance Program**

The Low-Income Home Energy Assistance Program (LIHEAP) provides assistance to eligible low-income households to pay home energy costs. Payments for assistance will be made by _____ on behalf of eligible households

_____ LIHEAP Agency
to the LIHEAP Energy Vendor who provides the source of electricity or gas services. Checks or ACH deposit will be issued to the LIHEAP Energy Vendor with a list of eligible households attached to it.

This vendor agreement is between:

LIHEAP Agency:	Address, Phone Number and Email Address:
LIHEAP Energy Vendor Legal Name:	Address, Phone Number and Email Address:
Tax ID Number/EIN Number:	

Services provided and billed by LIHEAP Energy Vendor (Mark an "X"):

Electricity Fees _____ Natural Gas Fees _____
Propane Fees _____ Other Fees (please list) _____

Counties served by your company: _____

By signing this agreement and accepting payments on behalf of eligible households, the LIHEAP Energy Vendor assures:

- The account number is assigned to each household eligible for electric or gas assistance;
- That eligible households will be charged in a normal business process, the difference between the actual cost of electricity or gas services and the amount of payment made through this program;
- That eligible households will not be treated adversely or differently because of such assistance;
- That there will be no discrimination either in the cost of goods supplied or services provided, against the households on whose behalf payments are made;
- That the amount paid by LIHEAP agency will be credited to individual eligible household account indicated on the listing that accompanies the check or ACH deposit;
- Provide electricity or gas services to each eligible and approved residential household for which payment is provided under LIHEAP;
- Restore electricity or gas services upon payment for households that have been disconnected;
- To not refuse service or otherwise discriminate in the marketing and provision of service to any household because of race, religion, color, national origin, gender, familial status, source of income, level of income, disability, financial status or qualification for low-income services;

Revised
July 1, 2022

- To not take any adverse action on a household account when an application for assistance is pending, until such time that eligibility for services is determined;
- To not interrupt services if a pledge was sent to LIHEAP Energy Vendor and the LIHEAP agency is meeting the obligations under this agreement;
- That it will cooperate with DCS by providing requested information to DCS regarding annual electricity or gas usage and cost for LIHEAP households, if applicable;
- To provide at no cost to the LIHEAP Agency, household, or MDHS-DCS, written information on a household's home electricity or gas costs, bill payment history or arrearage history for no more than the previous 12 monthly billing periods; and
- To report any instance of fraud, waste, and abuse concerning customer (household), LIHEAP agency, employee, or LIHEAP Energy Vendor, please contact the MDHS Division of Program Integrity at 1-800-299-6905. The report may result in an investigation being conducted and/or permanent disqualification from participating in the LIHEAP.

The LIHEAP Energy Vendor agrees to handle payments in the following manner:

- Payments must be applied **ONLY to electricity or gas accounts** of the individuals listed, except if: (a) the account is in the name of the spouse who lives at the same address; (b) the account is in the name of a deceased spouse; or (c) verification is obtained from vendor or landlord stating that applicant is responsible for affected utility bill;
- Payments must not be applied to account balances that have previously been written off or paid with other funds;
- Provide written reconciliation and confirmation on a regular basis to LIHEAP agency that benefits have been credited appropriately to households and their services have been restored on a timely basis or disconnection status has been removed if applicable;
- Payments must **not** be applied to business accounts;
- Payment must be applied **only** for home electricity or gas services. The following payments are prohibited: water, sewer, repairs, garbage collections, fraudulent services, meter tampering and returned check fees;
- **CASH REFUNDS TO THE HOUSEHOLD OR LIHEAP AGENCY ARE STRICTLY PROHIBITED;**
- Should a credit balance result on an account in which the account holder dies (and there are no other adults in household), or moves out of the LIHEAP Energy Vendor's service area, any amount exceeding the balance owed the LIHEAP Energy Vendor must be refunded to the LIHEAP Agency within 60 days;
- Refund any interest resulting from unused LIHEAP payment made on behalf of the household;
- All household accounts should be credited immediately, but no later than ten (10) days after receipt of check from LIHEAP agency. It is important that all branch offices of LIHEAP Energy Vendor are contacted to ensure that household accounts are credited in a timely manner;
- The LIHEAP Energy Vendor agrees to provide at least one contact person and phone number to the LIHEAP Agency who will ensure that all accounts are credited and answer questions concerning electricity or gas disconnections and payments;
- Refunds must be identified with the year credit occurred, name, address, and account number of the recipient;
- Reconnection fees shall be waived, unless prohibited by ordinance, company bylaws or policies, and a listing be provided to LIHEAP agency on an annual basis;
- Cooperate with any Federal, State, or local investigation, audit, or program review. The LIHEAP Energy Vendor will allow LIHEAP Agency representatives access to all books and records relating to LIHEAP households for the purpose of compliance verification with this Agreement; and;
- Understand that failure to cooperate with any Federal, State, or local investigation, audit, or program review may result in the immediate disqualification from participation in the LIHEAP.

Revised
July 1, 2022

By signing this agreement and pledging payments of eligible households, the LIHEAP agency assures:

- To not provide pledges on behalf of households without having adequate funds to pay such pledge;
- Pledges will be made **only** on approved applications in the MDHS Virtual ROMA system;
- Payment will occur within twenty (20) business days after application has been approved; and
- Provide LIHEAP Energy Vendor with a list of names, telephone numbers and email addresses of LIHEAP Agency staff designated to approve pledges on behalf of the agency.

The parties acknowledge that this Agreement and the services provided by the LIHEAP Energy Vendor and the LIHEAP Agency are governed by and subject to the federal and state laws and regulations in accordance with the Low-Income Home Energy Assistance Program.

The Mississippi Department of Human Services may terminate this agreement by written notice for failure of either party to comply with the provisions stated herein or when it is deemed to be in the best interest of the State, household, or to comply with applicable laws and regulations.

Signature of LIHEAP Agency Officer

Signature of LIHEAP Energy Vendor Officer

Printed Name & Title

Printed Name & Title

Date

Date

Revised
July 1, 2022

Wood Vendor Verification Form

Agency Name
Agency Address
City, State 12345

LIHEAP



Wood Vendor Verification Form

Name of Vendor: _____
Vendor Address: _____

Phone Number of Vendor: _____

Vendor's Tax ID/SSN: _____

W-9 on file: Yes ☐ No ☐

Client Name: _____

Client Address: _____

Last 4 Digit of Client's SSN: _____

Client Record ID: _____

Date Purchased

Oct

Nov

Dec

Jan

Feb

Mar

Apr

May

Jun

Jul

Aug

Sep

Oct

Nov

Dec

Jan

Feb

Mar

Apr

May

June

Jul

Aug

Sep

Nov

Dec

Jan

Feb

Mar

Apr

May

June

Jul

Aug

Sep

Number of Cords Purchased (Qty)

Cost of Cords (\$)

Oct

Notification of Services Form

COMMUNITY SERVICES BLOCK GRANT (CSBG)
LOW INCOME HOME ENERGY ASSISTANCE PROGRAM (LIHEAP)
LOW INCOME HOUSEHOLD WATER ASSISTANCE PROGRAM (LIHWAP)

NOTIFICATION OF SERVICES

Household ID: _____ Member ID: _____ Date: _____

Client Name: _____ Caseworker: _____

Address: _____

City, State, Zip: _____

Grant: ☐ CSBG ☐ LIHEAP ☐ LIHWAP

() LIHEAP Approved

You have been approved for payment in the amount of \$ _____
with _____.

You have been approved for payment in the amount of \$ _____
with _____.

() CSBG Approved

You have been approved for payment in the amount of \$ _____ for _____ (domain)
assistance with your _____.

() LIHWAP Approved

You have been approved for payment in the amount of \$ _____
with _____.

() Denied

Regretfully, your application can not be approved at this time. The denial of your application was based on the following reason(s):

- () Your income exceeds the eligibility guidelines;
- () You have reached the maximum LIHEAP benefit within your available Energy Type;
- () Information obtained from you and /or other sources is insufficient to determine eligibility
- () You did not return requested additional information within ten days;
- () No agency funds available;
- () Out of compliance with Case Management Service Plan. *(CSBG Only)*
- () Other explanation, if applicable. _____

***If you were approved, payment may take up to six (6) weeks. If you have any questions, please feel free to contact your local office. You can appeal denial for assistance by completing and returning the attached Fair Hearing Request form within thirty (30) days of the date of a denial notice.

Revised: 05/11/2021

Pending Notification of Services

**COMMUNITY SERVICES BLOCK GRANT (CSBG)
LOW INCOME HOME ENERGY ASSISTANCE PROGRAM (LIHEAP)
LOW INCOME HOUSEHOLD WATER ASSISTANCE PROGRAM (LIHWAP)**

PENDING NOTIFICATION OF SERVICES

Household ID: _____ Member ID: _____ Date: _____

Client Name: _____ Caseworker: _____

Address: _____

City, State, Zip: _____

Grant: ☐ CSBG ☐ LIHEAP ☐ LIHWAP

Based on the information provided, you may qualify for service. Your application for assistance has been submitted and is pending approval.

☐ **Pending Approval (LIHEAP)**

You have a pending payment in the amount of \$ _____ for assistance with _____

☐ **Pending Approval (CSBG)**

You have a pending payment in the amount of \$ _____ for assistance with _____

☐ **Pending Approval (LIHWAP)**

You have a pending payment in the amount of \$ _____ for assistance with _____

Client's Signature

Date

Caseworker's Signature

Date

****If you are approved, payment may take up to six weeks to post as credit on your account. If you have any questions, please feel free to contact your local office. You may appeal denial for assistance by completing and returning the attached Fair Hearing Request form within thirty (30) days of the date of a denial notice.**

Revised: 05/11/2021

Landlord Verification Form

Mississippi Department of Human Services
Division of Community Services
Landlord Verification Form
Low-Income Home Energy Assistance Program

The *Low-Income Home Energy Assistance Program (LIHEAP)* provides assistance to eligible low-income households to pay energy costs. Payment will be made directly to the utility vendor on behalf of the household.

Applicant's Name: _____

Address _____

Telephone Number: _____

Landlord/Manager Name: _____

Address: _____

Is energy cost (electric or gas) included in the rent? Yes No

If yes, how much is the monthly charge?

Are you disconnected for an overdue electric or gas bill? Yes No

Are you in danger of disconnection for an overdue electric or gas bill? Yes No

Is your electric or gas bill past due? Yes No

****Landlord agrees to decrease the amount of rent from one month by the amount of the LIHEAP payment for the month.**

Landlord/Manager Signature _____

Date _____

LIHEAP Agency Signature _____

Date _____

Name of Electric or Gas Company: _____

Address _____

Phone Number _____

Applicant's Account Number _____

Federal Poverty Guidelines

<u>Federal Poverty Guidelines / State Median Income</u>				
<u>WX: 7/1/2021 /</u>				
<u>CSBG COVID</u>				
<u>Effective Dates</u>	<u>10/1/2021</u>	<u>10/1/2021</u>	<u>10/1/2021</u>	
<u>GRANTS</u>		CSBG	DOE/LIHEAP WX/CSBG COVID	LIHEAP, LIHEAP ARP, Water Grants (CAA, ARP)
Number in Household	100 % Category	125% Category	200% Category	60% State Median Income
unit	Percent	Percent	Percent	Percent
	of Poverty	of Poverty	of Poverty	of Poverty
1	\$12,880	\$16,100	\$25,760	\$21,488
2	\$17,420	\$21,775	\$34,840	\$28,100
3	\$21,960	\$27,450	\$43,920	\$34,711
4	\$26,500	\$33,125	\$53,000	\$41,323
5	\$31,040	\$38,800	\$62,080	\$47,935
6	\$35,580	\$44,475	\$71,160	\$54,546
7	\$40,120	\$50,150	\$80,240	\$55,786
8	\$44,660	\$55,825	\$89,320	\$57,026
9	\$49,200	\$61,500	\$98,400	\$58,265
10	\$53,740	\$67,175	\$107,480	\$59,505
11	\$58,280	\$72,850	\$116,560	\$60,745
12	\$62,820	\$78,525	\$125,640	\$61,985
13	\$67,360	\$84,200	\$134,720	\$63,224
14	\$71,900	\$89,875	\$143,800	\$64,464
15	\$76,440	\$95,550	\$152,880	\$65,704
16	\$80,980	\$101,225	\$161,960	\$66,943
17	\$85,520	\$106,900	\$171,040	\$68,183
18	\$90,060	\$112,575	\$180,120	\$69,423
19	\$94,600	\$118,250	\$189,200	\$70,662
20	\$99,140	\$123,925	\$198,280	\$71,902
For each additional family member add:		4540	5675	9080
		Contact MDHS/DCS@20 members for LIHEAP		

LIHEAP Benefit Matrix

2022 LIHEAP BENEFIT MATRIX							
Household Data	HH Size / Income	Energy Types					
	Household Size of 1	Propane	Electric*	Natural Gas	Wood /Other Fuel	Maximum Benefit	Total Electric Benefit**
Income is between	0 – 3220	800	700	700	400	1500	1500
	3221 – 6440	750	650	650	360	1400	1400
	6441 – 9660	700	600	600	320	1300	1300
	9661 - 12880	650	550	550	280	1200	1200
	12881 - 16100	600	500	500	240	1100	1100
	16101 - 21488	550	450	450	200	1000	1000
	Over 21,488.49 for HH of 1	0	0	0	0	0	0
Household Data	HH Size / Income	Energy Types					
	Household Size of 2	Propane	Electric	Natural Gas	Wood /Other Fuel	Maximum Benefit	Total Electric Benefit
Income is between	0 - 4355	800	700	700	400	1500	1500
	4355 - 8710	750	650	650	360	1400	1400
	8711 - 13065	700	600	600	320	1300	1300
	13066 - 17420	650	550	550	280	1200	1200
	17421 - 21775	600	500	500	240	1100	1100
	21776 - 28100	550	450	450	200	1000	1000
	Over \$28,100.49 for HH of 2	0	0	0	0	0	0

Household Data	HH Size / Income	Energy Types					
	Household Size of 3	Propane	Electric	Natural Gas	Wood /Other Fuel	Maximum Benefit	Total Electric Benefit
Income is between	0 - 5490	800	700	700	400	1500	1500
	5491 - 10980	750	650	650	360	1400	1400
	10981 - 16470	700	600	600	320	1300	1300
	16471 - 21960	650	550	550	280	1200	1200
	21961 - 27450	600	500	500	240	1100	1100
	27451 - 34711	550	450	450	200	1000	1000
	Over 34,711.49 for HH of 3	0	0	0	0	0	0
Household Data	HH Size / Income	Energy Types					
	Household Size of 4	Propane	Electric	Natural Gas	Wood /Other Fuel	Maximum Benefit	Total Electric Benefit
Income is between	0 - 6625	800	700	700	400	1500	1500
	6626 - 13250	750	650	650	360	1400	1400
	13251 - 19875	700	600	600	320	1300	1300
	19876 - 26500	650	550	550	280	1200	1200
	26501 - 33125	600	500	500	240	1100	1100
	33126 - 41323	550	450	450	200	1000	1000
	Over 41,323.49 for HH of 4	0	0	0	0	0	0
Household Data	HH Size / Income	Energy Types					
	Household Size of 5	Propane	Electric	Natural Gas	Wood /Other Fuel	Maximum Benefit	Total Electric Benefit
Income is between	0 - 7760	800	700	700	400	1500	1500
	7761 - 15520	750	650	650	360	1400	1400
	15521 - 23280	700	600	600	320	1300	1300

	23281 - 31040	650	550	550	280	1200	1200
	31041 - 38800	600	500	500	240	1100	1100
	38801 - 47935	550	450	450	200	1000	1000
	Over 47,935.49 for HH of 5	0	0	0	0	0	0
Household Data	HH Size / Income	Energy Types					
	Household Size of 6	Propane	Electric	Natural Gas	Wood /Other Fuel	Maximum Benefit	Total Electric Benefit
Income is between	0 - 8895	800	700	700	400	1500	1500
	8896 - 17790	750	650	650	360	1400	1400
	17791 - 26685	700	600	600	320	1300	1300
	26686 - 35580	650	550	550	280	1200	1200
	35581 - 44475	600	500	500	240	1100	1100
	44476 - 54546	550	450	450	200	1000	1000
	Over 54,546.49 for HH of 6	0	0	0	0	0	0
Household Data	HH Size / Income	Energy Types					
	Household Size of 7	Propane	Electric	Natural Gas	Wood /Other Fuel	Maximum Benefit	Total Electric Benefit
Income is between	0 - 10030	800	700	700	400	1500	1500
	10031 - 20060	750	650	650	360	1400	1400
	20061 - 30090	700	600	600	320	1300	1300
	30091 - 40120	650	550	550	280	1200	1200
	40121 - 50150	600	500	500	240	1100	1100
	50151 - 55786	550	450	450	200	1000	1000
	Over 55,786.49 for HH of 7	0	0	0	0	0	0

Household Data	HH Size / Income	Energy Types					
	Household Size of 8	Propane	Electric	Natural Gas	Wood /Other Fuel	Maximum Benefit	Total Electric Benefit
Income is between	0 - 11165	800	700	700	400	1500	1500
	11166 - 22330	750	650	650	360	1400	1400
	22331 - 33495	700	600	600	320	1300	1300
	33496 - 44660	650	550	550	280	1200	1200
	44661 - 57026	600	500	500	240	1100	1100
	Over 57,026.49 for HH of 8	0	0	0	0	0	0
Household Data	HH Size / Income	Energy Types					
	Household Size of 9	Propane	Electric	Natural Gas	Wood /Other Fuel	Maximum Benefit	Total Electric Benefit
Income is between	0 - 12300	800	700	700	400	1500	1500
	12301 - 24600	750	650	650	360	1400	1400
	24601 - 36900	700	600	600	320	1300	1300
	36901 - 49200	650	550	550	280	1200	1200
	49201 - 58265	600	500	500	240	1100	1100
	Over 58, 265.49 for HH of 9	0	0	0	0	0	0
Household Data	HH Size / Income	Energy Types					
	Household Size of 10	Propane	Electric	Natural Gas	Wood /Other Fuel	Maximum Benefit	Total Electric Benefit
Income is between	0 – 13435	800	700	700	400	1500	1500
	13436 - 26870	750	650	650	360	1400	1400
	26871 - 40305	700	600	600	320	1300	1300
	40306 - 53740	650	550	550	280	1200	1200



Low-Income Home Energy Assistance Program (LIHEAP)

POLICY MANUAL

MISSISSIPPI DEPARTMENT OF HUMAN SERVICES

DIVISION OF COMMUNITY SERVICES

200 SOUTH LAMAR STREET

JACKSON, MISSISSIPPI 39201

Telephone: (601) 359-4768

Revised ~~May 1, 2022~~ **May 1, 2022**

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Part 24 Chapter 1: Introduction

The Low-Income Home Energy Assistance Program (LIHEAP) is administered by the Division of Community Services (DCS) at the Mississippi Department of Human Services (MDHS). ~~DCS's mission is to serve families in Mississippi with a spirit of dignity and pride with a commitment to excellence.~~ LIHEAP is designed to provide appropriate and timely assistance to eligible households by paying home energy bills and assisting with other energy related services. LIHEAP provides federal funds to subsidize the cost of energy bills for low-income families throughout the state of Mississippi. Information contained in this manual is in compliance with the Omnibus Budget Reconciliation Act of 1981, DHHS-OCS regulations, MDHS policies and procedures, and the LIHEAP state plan.

*Due to technical aspects of the LIHEAP Weatherization program (WX) a separate manual is required.

Rule 1.1 Legal Authority. LIHEAP is authorized by the Low-Income Home Energy Assistance Act of 1981 (under Title XXVI of the Omnibus Budget Reconciliation Act of 1981, as amended.)

- A. Statute- Sections of the LIHEAP statute are listed below as amended through August 1, 1999. The LIHEAP statute was amended in 2005 by Subtitle B of the Energy Policy Act of 2005 (Public Law 109-58) which reauthorized LIHEAP through FY 2007. The LIHEAP statute is in the United States Code at: 42 U.S.C. § 8621-8630 (2008).
- B. Regulations- The HHS regulations for the LIHEAP block grant are found in Title 45 (Public Welfare) of the Code of Federal Regulations, Part 96 (Block Grants)(45 CFR 96)

*Source: 45 CFR 98; Miss. Code Ann. § 43-1-2(4); Miss. Code Ann. § 43-1-4 Revised: ~~March 2020~~
May 2022*

Rule 1.2 Program Purpose. The purpose of LIHEAP is to provide appropriate and timely assistance to eligible households to pay home energy bills and to assist with other energy related services. The amount of financial assistance an eligible household will receive will be determined by the amount of the bill at the particular time the bill is due. Assistance will be provided in the form of payments made directly to energy vendors on behalf of eligible households.

- A. LIHEAP is offered in each of the 82 counties in Mississippi, pending the availability of funds. Once income eligibility criteria are established, priority is then given to vulnerable households. Vulnerable households include those households with members who are elderly, disabled, or with children age 5 or younger.

The State of Mississippi elects to use up to 12% of the state's LIHEAP allocation for LIHEAP Weatherization (WX). *The administration of LIHEAP WX follows the Department of Energy rules for weatherization. The eligibility criteria for LIHEAP WX is 200% of the federal poverty guidelines.

- B. Subgrantees are required to refer households with high energy bills to the weatherization program. WX funds are used to improve the conditions of eligible clients' homes. The program is designed to reduce home heating and cooling costs by improving energy efficiency and ensuring health and safety. Priority is given to low-income elderly, disabled individuals and household with children five (5) or younger.

C. Program Operation Dates:

Heating assistance	October - April
Cooling assistance	May - September
Crisis assistance	January - December
LIHEAP Weatherization assistance	September – August

- D. The State allocates ten percent (10%) of the total state allocation for administrative cost and ninety percent (90%) for program cost. Administrative cost refers to the cost of central executive functions that do not directly support a specific project or service. They are incurred for common objectives that benefit multiple programs administered by the organization and are not readily assignable to a particular funding stream.

Source: *Miss. Code Ann. § 43-1-2(4); Miss. Code Ann. § 43-1-4* Revised: ~~September 2020~~
May 2022

Rule 1.3 Manual Purpose. The purpose of this manual is to provide program policy to clients, subgrantees and the public, in order to implement a range of services and activities having a measurable and potentially major impact on the causes of poverty in the State of Mississippi. This manual provides clear policies for implementing LIHEAP. Subgrantees must comply with the rules and guidelines set forth in this manual, and all applicable Federal and State laws, policies and procedures

MDHS reserves the right to alter any policy during emergencies such as: natural disasters, pandemics, or other circumstances deemed appropriate by the DCS Director or the MDHS Executive Director.

Any questions regarding this policy should be submitted in writing to:

Mississippi Department of Human Services
Director, Division of Community Services
200 South Lamar Street
Jackson, Mississippi 39201

Source: *45 CFR 98.10; Miss. Code Ann. § 43-1-2(4); Miss. Code Ann. § 43-1-4* Revised:
~~September 2020~~ May 2022

Rule 1.4 Non-Discrimination Statement. As a recipient of Federal financial assistance, MDHS and its subgrantees do not exclude, deny benefits to, or otherwise discriminate against any person on the basis of: race, color, gender, sexual orientation, national origin, disability, religion, political beliefs, or age; in admission to participation in, or receipt of the services and benefits under any of its programs and activities, whether carried out by MDHS and/or its subgrantees directly or through a contractor or any other entity with which MDHS and/or its subgrantees arranges to carry out its programs and activities. This statement is in accordance with the provisions of Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, the Age Discrimination Act of 1975, and Regulations of the U.S. Department of Health and Human Services issued pursuant to these statutes at Title 45 Code of Federal Regulations Parts 80, 84, and 91.

Source: 45 CFR 98.10; Miss. Code Ann. § 43-1-2(4); Miss. Code Ann. § 43-1-4

Revised: ~~September 2020~~ May 2022

Rule 1.5 Organizational Structure of LIHEAP. The following summarizes the Organizational Structure for LIHEAP:

A. MDHS as Lead Agency:

MDHS is the designated State agency to receive funds and administer the program covered in this manual. MDHS assists the Division of Community Services (DCS) by providing support services in a timely manner that is consistent with program goals, objectives and guidelines. MDHS awards LIHEAP subgrants based on the receipt of the Federal Notice of Award for LIHEAP, and the timely receipt and approval of subgrants for funding. MDHS is responsible for monitoring and evaluating the program performance of subgrants.

B. Division of Community Services (DCS):

The Division of Community Services provides the necessary interface between the subgrantee and other divisions of MDHS. Responsibilities include, but are not limited to:

- 1) Administering the program in accordance with all applicable federal and state rules, regulations and guidelines;
- 2) Informing the public of program rules, regulations, and guidelines through public hearings, announcements and publications;
- 3) Establishing criteria and processing applications for funding from subgrantees to implement programs;
- 4) Monitoring subgrantees' spending levels and processing claims requests to ensure compliance with Federal, State, and MDHS guidelines;
- 5) Reviewing subgrantees' applications for funding to ensure compliance with federal, state and MDHS guidelines;

- 6) Providing training and technical assistance to subgrantees;
- 7) Keeping subgrantees informed of changes in Federal, State and MDHS regulations and guidelines;
- 8) Providing responses to clients regarding inquiries concerning programs;
- 9) Preparing annual State Plan applications to receive the federal funds;
- 10) Collecting and disseminating information to appropriate funding sources and others as deemed necessary; and
- 11) Serving as a liaison between county, state, and federal agencies in regard to program implementation.

Source: 45 CFR 98.10; Miss. Code Ann. § 43-1-2(4); Miss. Code Ann. § 43-1-4 Revised: September 2020 May 2022

Rule 1.6 Partner Roles in Administration of Program. LIHEAP must perform numerous federally mandated functions in order to remain compliant. MDHS enlists several partners through formal agreements to perform some of those functions. The following summarizes those roles:

A. Subgrantees/ Community Action Agencies (CAA):

The community action agencies are the subgrantees in the LIHEAP program. Each subgrantee is responsible for performing program activities in accordance with the terms and provisions of the grant. The responsibilities of the subgrantee include, but are not limited to:

- 1) Operate the program in accordance with the terms and provisions of the grant and all applicable federal and state rules, regulations and guidelines;
- 2) Process applications, determine eligibility and provide appropriate/timely service(s) with measurable outcomes;
- 3) Make referrals to and accept referrals from, and coordinate program information with other social service agencies;
- 4) Maintain all financial and program records;
- 5) Submit required reports to DCS in a timely manner;
- 6) Maintain administrative and internal controls;
- 7) Monitor its financial and programmatic activities;
- 8) Implement a fair hearing process for clients;

- 9) Cooperate with Federal/State investigating teams;
- 10) Establish emergency and disaster procedures;
- 11) Train and certify staff;
- 12) Use the Virtual ROMA system;
- 13) Have at least one intake site in each county of its service area with posted hours of operation;
- 14) Adhere to the terms of the “MDHS Subgrant/Agreement Manual.”
(www.mdhs.ms.gov/subgrantee-manual/)
- 15) Establish partnerships with local entities and organizations to assist in the provision of services to meet the needs of the clients they serve. These partnerships should cover monetary or non-monetary services. Intra-office referrals should be made as most subgrantees have additional programs not funded by DCS (e.g., Head Start, Congregate Meals, Rural Housing Services and Transportation Program).
- 16) Make referrals to the WX agency that covers its service area on behalf of clients seeking WX services or have high energy bills.
- 17) Certify that all entities that they are in partnership with are not on the list for debarment. This information can be found in the Excluded Parties List System (EPLS), now known as System for Award Management (SAM). Proof of documentation of partnership verification with SAM shall be kept on file and the debarment status shall be checked prior to submission of every subgrant and modification to DCS. The subgrantee must also understand that if an entity they are in partnership with is on SAM, the agreement should be terminated immediately.
- 18) Conduct local public hearings regarding the LIHEAP program. Information such as LIHEAP funding for the county, services provided, income guidelines, etc. must be presented in efforts to reach low-income communities.
- 19) Conducting outreach activities to reach eligible persons or households in need of services. Subgrantees may utilize the media (newspaper, TV, radio, flyers, internet, community meetings, etc.) to inform individuals of services available and eligibility requirements. Outreach materials should include the local and toll-free telephone numbers for subgrantee offices. Subgrantees should rely on their existing network of volunteers, community leaders, and faith-based groups to provide outreach to eligible persons in the greatest need of assistance.

Part 24 Chapter 2: Definitions

Rule 2.1 Definitions. The Definitions below will assist both clients and subgrantees on the various terms used for LIHEAP:

- A. Abuse - Involves behavior that is deficient or improper when compared with behavior that a prudent person would consider reasonable and necessary business practice given the facts and circumstances. Abuse also includes misuse of authority or position for personal financial interests or those of an immediate or close family member or business associate.
- B. Administration Cost - Cost to support administrative operations, planning and development to include but not limited to: Fiscal operations (payroll, procurement, software, etc.), program and fiscal reporting, audit, personnel, registration and dues, training for executive and administrative staff, cost of executive and administrative staff (salaries, fringes, travel, supplies, equipment), consultants, staff meeting cost, etc.
- C. Assurance 16 Costs - Cost to support the direct staff providing outreach, energy education, budget counseling, advocacy with energy providers, and referral to include Salaries, Fringes, and Travel.
- D. Countable Income - Income that must be included when determining eligibility for LIHEAP.
- E. Emergency - A natural disaster; a significant home energy supply shortage or disruption; a significant increase in the cost of home energy, as determined by the Secretary; a significant increase in home energy disconnections reported by a utility, a State regulatory agency, or another agency with necessary data; a significant increase in participation in a public benefit program such as the supplemental nutrition assistance program carried out under the Food and Nutrition Act of 2008 (7 U.S.C. 2011 et seq.), the national program to provide supplemental security income carried out under title XVI of the Social Security Act (42 U.S.C. 1381 et seq.), or the State temporary assistance for needy families program carried out under part A of title IV of the Social Security Act (42 U.S.C. 601 et seq.), as determined by the head of the appropriate Federal agency; a significant increase in unemployment, layoffs, or the number of households with an individual applying for unemployment benefits, as determined by the Secretary of Labor; or an event meeting such criteria as the Secretary, in the discretion of the Secretary, may determine to be appropriate.
- F. Energy burden - The expenditures of the household for home energy divided by the income of the household.
- G. Energy crisis - Weather-related and supply shortage emergencies and other household energy-related emergencies.

- H. Energy Crisis Intervention Program (ECIP) - Cost to provide direct client services for emergency and crisis situations. See policy on crisis. This activity does not include cost for staff.
- I. Exempt income - Income that should not be included when determining eligibility for LIHEAP.
- J. Expenditures - Funds spent by subgrantees; Funds paid for services or contracts; and Funds paid at the State level to contracts and salaries.
- K. Fraud - A type of illegal act involving the obtaining of something of value through willful misrepresentation. A false representation of a material fact, whether by words or by conduct, by false or misleading allegations, or by concealment of that which should have been disclosed, which deceives another so that he acts, or fails to act to his detriment.
- L. Unobligated funds- Funds that are not considered obligated or expended include: State administrative dollars that do not fall within the definition stated above; Vendor refunds are considered unobligated; and Funds transferred from one subgrantee to another are considered unobligated until funds are awarded in another subgrant.
- M. Highest home energy needs - The home energy requirements of a household determined by taking into account both the energy burden of such household and the unique situation of such household; such as; having members of vulnerable populations, including very young children, individuals with disabilities, and elderly individuals.
- N. Home energy - A source of heating or cooling in residential dwellings.
- O. Household - Any individual or group of individuals who are living together as one economic unit for whom residential energy is customarily purchased.
- P. Income - Income is money received on a regular and recurring basis by any household member. Income may be earned or unearned.
- Q. Line Items - Line Items for LIHEAP as specified in the MDHS Subgrantee Manual are: Salaries, Fringes, Travel, Equipment, Contractual Services, Supplies, & Subsidies, Loans & Grants.
- R. Natural disaster - A weather event (relating to cold or hot weather), flood, earthquake, tornado, hurricane, or ice storm, or an event meeting such other criteria as the Secretary may determine to be appropriate.
- S. Obligations - Amounts which may be legally required to pay out of its resources, including encumbrances, as well as accounts payable and accrued liabilities. Obligations may include: any funds issued in the Notice of Funding Availability (NOFA); any funds

encumbered in a contract; and any funds committed to State Office FTEs. This does not include vacant positions.

- T. Poverty level - With respect to a household in any State, the income poverty line as prescribed and revised at least annually pursuant to section 9902(2) of this title, as applicable to such State.
- U. Program Assistance - Cost to provide direct client services to include energy assistance payments on behalf of eligible households; cost of purchase/repair/replacement of air conditioners, fans, furnaces, heaters, blankets, home meter bases, energy kits/incentives, and other energy-related expenditures to include disaster-related expenditures for eligible households; cost for a contractor to install the air conditioners, etc. Cost (salaries, fringes, supplies, equipment) for direct staff for intake, case management, case worker supervisors and file reviewers; and travel for this staff which includes training and home visits.
- V. Secretary - The Secretary of Health and Human Services.
- W. State - Each of the several States and the District of Columbia.
- X. State median income - The State median income promulgated by the Secretary in accordance with procedures established under section 1397a(a)(6) of this title (as such procedures were in effect on August 12, 1981) and adjusted, in accordance with regulations prescribed by the Secretary, to take into account the number of individuals in the household.
- Y. Waste - Involves the taxpayers not receiving a reasonable value for money in connection with any government funded activities due to an inappropriate act or omission by players with control over or access to government resources.

Source: 45 CFR 98; Miss. Code Ann. § 43-1-2(4); Miss. Code Ann. § 43-1-4 Revised: September 2020 May 2022

Part 24 Chapter 3: Priority Populations

Rule 3.1 Priority Populations. Priority Population is a designated population treated differently than the general population for eligibility and access purposes, in order to address a particular need of that population. Priority Populations include:

- E. Elderly- **Individuals age 60 and over**
- F. Disabled- **Individuals who have been determined disabled by authority- SS/SSI**
- G. ~~Young Children~~ **Children five (5) years of age and under**
- H. Households with high energy burdens

*Source: 45 CFR 98.46; Miss. Code Ann. § 43-1-2(4); Miss. Code Ann. § 43-1-4 Revised: ~~September 2020~~ **May 2022***

Part 24 Chapter 4: Client Application Process

The State has one application for four programs- LIHEAP, CSBG, LIHWAP, and Weatherization. Therefore, an applicant may apply for all programs during the intake process. If the weatherization agency is different from the LIHEAP agency, the LIHEAP agency refers to the weatherization agency to complete the assessment for this program. Local agencies offer all programs administered by that agency, especially to the vulnerable populations of elderly, disabled, and families with children. Local agencies refer applicants to other local programs such as SNAP and TANF, if applicant is not currently receiving these services.

Rule 4.1 Client Application Process. The Subgrantees/ Community Action Agencies (CAAs) accept applications throughout the year. When funding is available, eligible families shall be served on a first-come, first-serve basis by date of application. When funding is not available, eligible families shall be added to the waitlist.

- A. As a general rule, only the applicant, spouse of the applicant, or authorized representative of a disabled or elderly applicant are the adults who can be present during the application. The Subgrantee reserves the right to require other adults to remain in waiting room, especially if they are causing disruption during the application process.
- B. If the applicant cannot read, the caseworker must read all forms/declarations to the applicant to ensure the applicant understands what is being signed.
- C. The signature of the applicant must be on all applicable documents. A spouse may sign if the head of household is absent. Caseworker should document the reason the head of household cannot come in for appointment. If the applicant cannot write, they may sign by making an “X” on the signature line. The name must be printed or typed under the “X” by the caseworker, and a witness should sign under the “X”.

Source: *Miss. Code Ann. § 43-1-2(4); Miss. Code Ann. § 43-1-4* Revised: ~~September~~ 2020
May 2022

Rule 4.2 Before Initiating Application.

- A. Applications are initiated through the Common Web Portal (CWP) for all first-time applicants. If an applicant was a previous household member in another case, but is now head of household, a new pre-application must be done. Pre-applications are web-based and may be submitted on behalf of Mississippi residents only. Applicants may apply for services through the CWP at: **www.access.ms.gov**
- B. Pre-applications are required for applicants requesting service for the first time or if applicant is no longer in the household of another client.
- C. Applicants submitting pre-applications must receive notification of an appointment for services within fifteen (15) business days of submission of the application. If the applicant is elderly, disabled, or a family with a child five (5) and under, the appointment date must

be within thirty (30) days. Non-elderly or non-disabled clients must be given an appointment date within forty-five (45) business days.

- D. If applicant does not have access to a computer to submit pre-application, the subgrantee must complete pre-application by phone or at the intake appointment.

Source: *Miss. Code Ann. § 43-1-2(4); Miss. Code Ann. § 43-1-4* Revised: ~~September—2020~~
May 2022

Rule 4.3 Initiating Application.

- A. If an applicant does not complete a pre-application (regardless of reason), the subgrantee must complete the pre-application during the application process.
- B. Under no circumstance should an applicant be denied services because they have not completed a pre-application.
- C. Paper Applications are prohibited, unless in case of a computer system failure or natural/manmade disasters. The subgrantee's Executive Director or appointee must submit a request in writing to the Director of the Division of Community Services for approval to take paper applications. Once the emergency situation is over, the paper applications must be entered into Virtual ROMA within 2 business days, unless additional time is requested and approved. The subgrantee's Executive Director must submit a letter to confirm all paper applications have been entered. Otherwise, any paper applications taken may result in questioned or disallowed cost.
- D. Caseworker must complete the application in Virtual ROMA system. If the applicant submits the requested information, the caseworker must give the Notification of Services form (NOS) which states the status of the application and amount of benefits the applicant may receive upon supervisory approval.
- E. If the applicant does not have all required documentation, the caseworker must complete as many screens as possible up to the allocation screen in Virtual ROMA. Do not allocate after this point. A Request for Additional Information (RAI) form must be given to applicant, and a follow-up appointment given to complete the application process. Caseworker must explain the documentation needed and the 10-day timeframe to return the information.

Source: *Miss. Code Ann. § 43-1-2(4); Miss. Code Ann. § 43-1-4* Revised: ~~September—2020~~
May 2022

Rule 4.4 After Submitting Application.

- A. Once application is initiated, the client's application status must change to 'Waiting on Approval' within ten (10) business days. Then the application must be acted upon and changed to 'Approved' or 'Denied' within two (2) business days.
- B. Subgrantee's cancellation of applications approved in error, must occur within twenty-four (24) hours after application has been approved.

Source: *Miss. Code Ann. § 43-1-2(4); Miss. Code Ann. § 43-1-4* Revised: ~~September—2020~~
May 2022

Rule 4.5 Notices from Subgrantee-CAA to Applicant

- A. Notification of an appointment for services must be in writing, (mailed, emailed, or given to applicant in the office) within fifteen (15) business days of the submission of a pre-application. If the applicant is elderly, disabled, or a family with small children (ages 0 to 5), the first appointment must be within thirty (30) days. Non-elderly or disabled clients must be given an appointment date within forty-five (45) business days.
 - 1. The notification must include the following:
 - a. Name, address, phone number and email address of Subgrantee office
 - b. Date and time of appointment
 - c. Eligibility information needed, as listed in Chapter 5.
- B. Notification of Services form must be provided to applicant, either by letter or email, within 72 hours of the approval or denial of the application. This form must be scanned into Virtual ROMA and a copy placed in the applicant's file. In emergency cases, the form must be sent within 18 to 48 hours. (See emergency policy)
- C. Applicant must provide the required information during the appointment for eligibility to be determined. If the required information is not submitted, the applicant must be given a 'Request for Additional Information' form (RFAI-001). Requested information must be returned to subgrantee within ten (10) calendar days of the appointment date. Applicant may submit documentation electronically. Therefore, subgrantee must provide an email address to applicant. If applicant does not return the information, the application must be denied and the NOS form sent by mail or email.
- D. Subgrantees must provide notice (written or email) to applicants regarding the status of their application within 72 hours of the appointment date. In emergency cases, notification must occur within 18 hours (life threatening) or 48 hours (non-life threatening) of the appointment date.

- E. A copy of the fair hearing process must be given to all applicants at each appointment, regardless of the approval or denial status. The fair hearing process must be posted in the lobby so the process can be seen by the public.

Source: *Miss. Code Ann. § 43-1-2(4); Miss. Code Ann. § 43-1-4* Revised: ~~September~~ 2020
May 2022

Rule 4.6 Application Processing.

- A. ~~If the applicant does not submit the requested information within 10 days, the application must be denied. The Notification of Services form which states the reason for the denial and the fair hearing process must be sent or emailed to the applicant and scanned into Virtual ROMA.~~

~~Source: *Miss. Code Ann. § 43-1-2(4); Miss. Code Ann. § 43-1-4* Revised: September 2020~~

Rule 4.6 Non-Availability of Funds/ Waitlist

- A. If the Subgrantee has run out of LIHEAP funds, the application must still be taken and denied. This must be done because of the federal reporting requirement, to count all applicants, as part of the LIHEAP Household Report. Applicant's name must be placed on a waiting list. As soon as funding is available, the applicants on the waiting list must be given an appointment before any other appointments are given. If denied, the applicant should be referred to other local organizations that may be able to assist. All referrals must be documented in Virtual ROMA.
- B. Under no circumstance should an applicant ~~be denied an application~~ not be allowed to apply because LIHEAP funds are not available.

Source: *Miss. Code Ann. § 43-1-2(4); Miss. Code Ann. § 43-1-4* Revised: ~~September~~ 2020
May 2022

Part 24 Chapter 5: Client Eligibility Requirements.

Households that consume energy for residential purposes and meet the requirements of the program will be eligible for assistance. Energy bills may include electricity, natural gas, propane/butane, wood, kerosene and coal. LIHEAP funds may also be used to purchase fans, blankets, air conditioners, heaters, energy deposits, and other energy-related products to be distributed to eligible households. The maximum amount of financial assistance and the cost of the energy-related products awarded to eligible households may be up to \$1,500, unless a client is in need of heating and/or cooling equipment. LIHEAP has two (2) components: program assistance known as regular assistance and the Energy Crisis Intervention Program (ECIP) that provides emergency assistance. Subgrantees are required to refer high energy usage households to Weatherization.

Rule 5.1 Eligibility Requirements. An applicant must meet the following requirements to receive a LIHEAP ~~subsidy~~ **benefit**:

- A. Have an obligation to pay an energy bill directly to a utility company, in subsidized housing where energy cost is billed separate from rent, or can provide evidence from landlord stating utility is an undesignated portion of rent;
- B. Be a U.S. citizen or have legal permanent resident status;
- C. Have income at or below the 60% state median income guidelines; and
- D. Be eighteen (18) years of age or older or an emancipated minor (through court action) who is head of household.

Source: *Miss. Code Ann. § 43-1-2(4); Miss. Code Ann. § 43-1-4* Revised: ~~September 2020~~
May 2022

Rule 5.2 Residency. An applicant must be a resident of the State of Mississippi and reside in the LIHEAP service area at the time the energy costs were incurred. The applicant must apply for services in the county in which they live. Homeless households may apply for services if they are trying to establish utility services.

A. An applicant must give a street address to include a house/route number and street name, city, state, and zip code.

B. LIHEAP services cannot be provided to temporary residents defined as:

- 5) Household traveling through the state;
- 6) Household on vacation;
- 7) Household visiting someone; or
- 8) Residents of institutions, dormitories, fraternity or sorority houses, or boarding homes.

C. A household with an address that straddles county lines may provide proof of Homestead Exemption, which verifies the county of residency. Other methods of verifying county residence for an applicant who is not eligible for Homestead Exemption, is Voter Registration I.D. or documentation of the county in which the applicant receives other social services benefits. The subgrantee can also verify by using the internet in determining what county the applicant lives.

Source: *Miss. Code Ann. § 43-1-2(4); Miss. Code Ann. § 43-1-4* Revised: ~~September 2020~~
May 2022

Rule 5.3 Immigration Status.

A. If the head of household is undocumented, the application shall not be denied for the entire household. The head of household should not be included in determining household size, but their income must be included.

B. If an individual within a household is undocumented, and does not disclose citizenship or establish satisfactory immigration status, ineligibility exists for the individual but not the entire household. This individual is considered a “Non-Applicant” and should not be questioned about his/her citizenship/alien status. However, the individual must disclose and verify income and other information needed to establish the eligibility of the household. The income of this individual will be included in determining the household’s total income, however this individual will not be counted in determining household size.

C. Eligibility cannot be determined when a “Non-Applicant” fails to disclose income, therefore, the application should be denied for the entire household.

Source: *Miss. Code Ann. § 43-1-2(4); Miss. Code Ann. § 43-1-4* Revised: ~~September—2020~~
May 2022

Rule 5.4 Renters. The State of Mississippi treats homeowners and renters equitably under the LIHEAP program. Eligibility requirements are the same for a renter as with a homeowner.

- A. The renter must provide either a copy of their lease agreement or the Landlord Verification Form from the landlord detailing the heating/cooling arrangement with the renter. The lease agreement/Landlord Verification Form must include the amount of the utility cost as part of rent. This is the amount to be paid by LIHEAP to the energy vendor.
- B. If the lease agreement/verification form does not include an amount, the LIHEAP program will pay \$100 per intake until the amount of the benefit matrix has been met.
- C. The landlord must agree to decrease the amount of the rent in the amount of the LIHEAP payment for the month after the LIHEAP payment has been made.

Source: *Miss. Code Ann. § 43-1-2(4); Miss. Code Ann. § 43-1-4* Revised: ~~September—2020~~
May 2022

Rule 5.5 Roomer/Boarders. Roomer/boarder is individual who is not a related household member and is paying an unrelated landlord to reside in their residence. The roomer/boarder must obtain written verification from the landlord if the energy cost is separate from the charge for room/board.

Source: *Miss. Code Ann. § 43-1-2(4); Miss. Code Ann. § 43-1-4* Revised: ~~September—2020~~
May 2022

Rule 5.6 Live-In Attendant. A live-in attendant should not be counted as a household member. The income of a live-in attendant will not count against an applicant applying for services when the live-in attendant is in the home solely for the applicant to be able to stay in their home.

- A. Documentation must be provided along with a signed and notarized affidavit.
- B. In cases where the caretaker is the head of household and the person requiring care moves in, then the person requiring care should not be counted as a household member. Documentation must be provided along with a signed and notarized affidavit.

Source: *Miss. Code Ann. § 43-1-2(4); Miss. Code Ann. § 43-1-4* Revised: ~~September—2020~~
May 2022

Rule 5.7 Employee Familial and /or Personal Interest Applicants. Any employee, relative or personal interest cases of employees or board members, may apply for and receive assistance. However, there are policies and procedures for taking and processing these applications. No preferential treatment shall be granted to these applicants.

- A. An employee of a Subgrantee cannot complete the intake or be involved in the approval process of a relative. In this occurrence, the caseworker should immediately recuse oneself from any involvement with the case.
- B. The Program Director/Supervisor is responsible for delegating the processing of applications for employees, relatives of employees or personal interest cases and for submitting the case to the Executive Director for review and authorization of the approval or denial. The Executive Director is responsible for delegating the processing of Program Directors/Supervisors and/or their relatives requesting assistance. The Executive Director is responsible for approving the applications of the Program Directors/Supervisors or their relatives.
- C. The relatives for whom the special procedures must be used, include: employee's spouse/ex-spouse, parent(s), stepparent(s), grandparent(s), great and great-great grandparent(s), brother(s) and sister(s), stepbrother(s) and stepsister(s), half-brother(s) and half-sister(s), children, stepchildren, grandchildren, great and great-great grandchildren, aunt(s), uncle(s), niece(s), nephew(s), first and second cousin(s), or these relatives of an employee's spouse who are related to this degree of marriage.

Source: *Miss. Code Ann. § 43-1-2(4); Miss. Code Ann. § 43-1-4* Revised: ~~September~~ 2020
May 2022

Rule 5.8 Proof of Eligibility Documentation. Applicants must verify eligibility through the submission of documents. When possible, MDHS and/or the subgrantee will access other documentary evidence in available data bases, however, proof of eligibility requirements is the applicant's responsibility. **A document may serve to prove more than one requirement and should not be submitted more than once. The following is a list of acceptable proof for each requirement:**

~~**Rule 5.9 Eligibility Documentation** A document may serve to prove more than one requirement and should not be submitted more than once. The following is a list of acceptable proof for each requirement:~~

- A. Social Security Cards are required for all household members. For newborns (less than 8 weeks old) who do not have a Social Security card, the application can be processed without adding the child but count any income for the child in determining household income. **Effective January 1, 2019, subgrantees shall no longer keep copies of Social Security cards and Personal Identifiable Information (PII) documentation in client files. These**

documents must be scanned into the Virtual ROMA system only and given back to the client.

B. Photo Identification Documentation

- 1) A photo I.D. is required for all household members 18 years of age and over. Acceptable documents include, but are not limited to:
 - a.Driver's license
 - b.State-issued I.D.
 - c.U.S. Passport
 - d.U.S. Military I.D.
 - e.Employment I.D.
 - f.College/School I.D.
 - g.Tribal I.D.
 - h.Alien: Photo I.D. plus Alien Registration/Permanent Resident Card
 - i. Temporary Resident Card
 - j. Voter Registration I.D. with photo
- 2) If the photo I.D. is expired, the applicant shall not be denied services. Subgrantee should work with the applicant through case management or referral to obtain a valid I.D.
- 3) For elderly/disabled homebound clients, the photo I.D. can be expired. Please do not take pictures and do not deny the client if a photo I.D. is not available. Caseworkers should update notes to include the visit and state that some form of I.D. was secured. This can be used as a substitute for the required document scan of the photo I.D.

C. Energy Bill

- 1) Applicant must present the energy bill to be paid, or the subgrantee may access vendor portals to obtain the bill.
- 2) Propane clients must obtain a 12-month printout of their account from the company. Also, a quote (on company letterhead or printout) of the price of gas per gallon times the number of gallons (100) plus any applicable fees must be obtained. Example: 100 gallons times \$3.00 per gallon = \$300.00 plus other fees (list them) \$15.00 = \$315.00. If the client cannot obtain this information, the agency must contact the propane company to obtain.
- 3) Pre-pay accounts- Caseworker should access the company's portal or website. A copy of the client's account page should pull up. It will state an average bill amount which is an average monthly amount. This average bill amount should be allocated, plus any past due amount. The total amount allocated must not

exceed the benefit matrix amount for the client. If an energy company does not have a portal/website to access this information, the client must obtain a printout from the energy company to state this information. The printout must be scanned into VR2 and tagged to Invoice/Bill for the energy type.

- 4) The bill(s) must be in the name of the head of household or spouse.
- 5) If the bill is in the name of a deceased, incarcerated, divorced, or estranged spouse; subgrantee can pay the bill for the initial application. Subgrantee shall assist the applicant with getting the bill changed into his/her name before any subsequent bills can be paid. In the case of a deceased spouse, the surviving spouse can request the vendor to put “in care of” for subsequent bills.
- 6) If the bill is in the landlord’s name and the applicant is responsible for paying the bill directly to a vendor, documentation is needed to verify the tenant’s living status. This documentation can be a notarized statement from the landlord or a copy of the lease agreement stating the arrangement. The landlord cannot request services on behalf of tenant/client.
- 7) The bill cannot be paid if it is in the name of a child (under 18), even if the child lives in the household. The applicant is responsible for paying that bill, and the subgrantee can subsequently assist applicant with getting the bill changed into his/her name by advocating with the energy vendor.
- 8) Other miscellaneous charges on the bill that are not energy-related cannot be paid, such as appliance purchases or tampering fees.
- 9) For households that heat with the smaller propane tanks (~~20 or 40~~ less than 100 gallon tanks), agency should approve for a minimum of 100 gallons.
- 10) If a household uses part of the residence for self-employment or work-at-home, a prorated bill for residential use must be provided. Only the amount of the residential portion can be paid from LIHEAP funds.

Source: *Miss. Code Ann. § 43-1-2(4); Miss. Code Ann. § 43-1-4* Revised: ~~September—2020~~
May 2022

Rule 5.9 5.10 Authorization of Release of Information. Applicant should sign the ‘Authorization of Release of Information Form’ (Form ARF-001) annually to authorize the energy vendor(s) to release household energy usage and billing data to the subgrantee for purposes of reporting this data in the LIHEAP Performance Measures Report required by the Department of Health and Human Services. LIHEAP benefits cannot be denied to the applicant for refusal to sign this form.

Source: *Miss. Code Ann. § 43-1-2(4); Miss. Code Ann. § 43-1-4* Revised: ~~September—2020~~
May 2022

Rule 5.10 5.11 Affidavits. Affidavits are written declarations made under oath before a notary public or other authorized officer. They are valid for thirty (30) days. Affidavits may be obtained for the following reasons:

- A. Authorized Representative applying for services on behalf of an applicant: The representative must have an affidavit giving authority to act on behalf of the applicant. Original copies of documents required for eligibility must be presented. If the representative has a Power of Attorney, an affidavit is not required. The Power of Attorney must be scanned into Virtual ROMA.
- B. Separation: The State of Mississippi does not recognize legal separation. Applicant must obtain an affidavit which declares separation from the spouse.
- C. Zero income household: Applicant must obtain an affidavit when they declare zero income.

Source: *Miss. Code Ann. § 43-1-2(4); Miss. Code Ann. § 43-1-4* Revised: ~~September 2020~~
May 2022

Rule 5.11 5.12-Income Eligibility and Calculations.

- A. Income is money received on a regular and recurring basis by any household member. Income may be earned or unearned.
- B. A household's total gross income shall be used to determine eligibility. The total gross income received for the thirty (30) days prior to application date must be verified.
- C. Countable Income is income (earned or unearned) that must be included when determining eligibility for LIHEAP. The following types of income shall be used:
 - 1) Salaries and wages, including overtime, tips, bonuses, commission, and 13th check;
 - 2) Self-employment income;
 - 3) Contract income;
 - 4) Unemployment insurance;
 - 5) Social Security benefits (including Medicare deduction);
 - 6) SSI;
 - 7) SSDI;
 - 8) Retirement benefits;
 - 9) Alimony;
 - 10) VA benefits;
 - 11) Workers Compensation;
 - 12) Private Disability (Short/Long Term Disability);
 - 13) Money given to household; and

- 14) Any income whereas a W2 or 1099 is not received or otherwise documented.
- D. Exempt income is income that should not be included when determining eligibility for LIHEAP. The following types of income shall not be considered:
- 1) Loans/Grants;
 - 2) In-kind income;
 - 3) Earnings from employment of a child under the age of 18, unless emancipated;
 - 4) Infrequent income- if an individual receives it only once during a calendar year from a single source and the individual did not receive that type of income in the month immediately before that month or in the month immediately following that month (Examples of this would also be repayment of personal loans, etc.);
 - 5) Reimbursement for business or medical expenses;
 - 6) Payments made by others on behalf of household, unless payments were directly received by household;
 - 7) Benefits received that must be excluded by federal law or incentives paid by TANF or Workforce Investment, earnings and allowances paid under Title IV-A, benefits received under Title VII, HUD, and educational grants;
 - 8) Child support;
 - 9) Payments made to household for the care of a foster child; and
 - 10) Refunds such as energy refunds, income tax refunds and EITC, insurance refunds, etc.
- E. Earned income is income that is received from wages or self-employment income **and shall be used in determining eligibility**. Computation of the monthly income shall be done by one (1) of the following methods, depending upon the frequency:
- 1) Regular Income- Frequency does not change from week to week, or month to month.
 - a. Weekly: The four most recent consecutive paycheck stubs covering the four-week period prior to application, or the signed/dated statement from the employer.
 - i. To calculate: Sum the weekly gross earnings; Divide by 4, then multiply by 4.3333 to determine the monthly amount. Multiply the monthly amount by 12 to get the annual income.

- ii. Example: WK1 through WK4: $(\$412 + 436 + 485 + 520)/4 * 4.333 * 12$ Monthly: $\$2,007.26 * 12 =$ Annual income: $\$24,087.15$

b.Semi-Monthly (Twice a month): The two most recent consecutive paycheck stubs covering the month prior to application. Individuals receive checks 24 times a year.

- i. To calculate: Sum the gross amounts of two checks, multiply by 12 to get the annual income.

- ii. Example: Check for first 2 weeks- \$1,500 and Check for second 2 weeks- \$1,700. $(1,500 + 1,700) = 3,200$ monthly. $\$3,200 * 12 =$ Annual income: $\$38,400$

c.Bi-Weekly (Paid every other week): The two most recent paycheck stubs covering a month prior to application. Individuals receive checks 26 times a year.

- i. To calculate: Sum the gross amounts of two (2) checks and divide by 2 to get an average. Multiply by 2.1667 to get the monthly income. Multiply by 12 to get the annual income.

- ii. Example: Check for first 2 weeks- \$1,000 and Check for second 2 weeks- \$1,200. $(1,000 + 1,200)/2 = 1,100$. Next- $1,000 * 2.1667 = 2,383.37$ month. Next- $2,383.37 * 12 =$ Annual income: $\$28,600.44$

d.Monthly: The most recent paycheck stub.

- i. To calculate: Multiply the gross amount by 12 to get annual income.

- ii. Example: $\$900 * 12 =$ Annual income: $\$10,800$

F. Unearned Income - is all income that is not earned. Unearned income shall be used in determining eligibility. Some common examples are:

- 1) In-kind support and maintenance (food or shelter) given to an individual or received by an individual because someone else paid for it,
- 2) Private pensions and annuities,
- 3) Payments such as Social Security benefits, Railroad Retirement benefits, Department of Veterans Affairs benefits, civil service annuities, workers' compensation, unemployment insurance, retirement benefits, and payments based on need involving federal funds,

- 4) Life insurance proceeds and other death benefits, to the extent that the total amount is more than the expenses of the deceased person's last illness and burial, and other debts paid by the individual,
 - 5) Gifts and inheritances,
 - 6) Support (**not child support**) and alimony payments in cash,
 - 7) Prizes, awards and winnings,
 - 8) Dividends and interest,
 - 9) Rents and royalties (except those defined as earned income),
 - 10) Certain payments not considered wages for Social Security purposes,
 - 11) In-kind payments to certain agricultural workers,
 - 12) Jury fees, and/or
 - 13) Money paid to individuals who are residents, but not employees of institutions.
- G. Inconsistent Income - frequency varies from week to week, or from month to month due to hours worked. It is considered to be received regularly if an individual can reasonably expect to receive it. Calculation of this income should follow the policy of regular income. Occupations that may fit this description are horticulturist, woodcutter, or substitute teacher.
- H. Seasonal Income - is income that is regularly received for only part of the year. Calculation of this income should follow the policy of regular income
- I. Self-Employment Income - If an applicant is self-employed, a copy of the past year's federal income tax return (to include Schedule C) or purchase and sales receipt, or accounting books must be used to establish the source and amount of income.
- 1) The amount to be used in determining eligibility will be the net income available after deduction of business expenses. Subgrantee should include the amount on the Net Profit or (Loss) line from the Schedule C (Form 1040) Profit or Loss from Business (sole proprietorship), divided by 12.
 - 2) If it is proven that a self-employed applicant's current situation has substantially changed in either size or type of operation from the previous year, the current income should be used. Example: A farmer farmed 40 acres in 2017, but because of ill health did not plant a crop in 2018. The income earned in 2017 should not be considered. The farmer should be considered to have zero income.

- 3) If the applicant cannot provide the above items, they must provide a notarized statement of income.

J. Income of Minors

- 1) Earned Income – A minor’s (under 18 years of age) income is excluded in the determination of income eligibility.
- 2) Unearned Income - A minor who receives unearned income such as Social Security or SSI must be included, and is listed under the parent or legal guardian in the household.

K. A zero income household is one in which the applicant reports no income is being received by any household members.

- 1) The applicant must verify how household bills and personal expenses are being paid for. If they are receiving money or in-kind assistance from someone, an affidavit must be obtained from the person providing the assistance. The statement must include the name of the applicant, amount, frequency, and signed by the person providing the assistance. Money given to the household must be counted as unearned income. If the person pays the bills directly to the vendor, this is not included as unearned income.
- 2) Households may report zero income as a result of a recent layoff, medical issues, or other events that have occurred within the last 30 days. Documentation shall be submitted to verify the event, and an affidavit signed by the applicant to declare zero income. Layoff documentation must be on the employer’s letterhead and state the date of the layoff.
- 3) Households (non-disabled) that report zero income **may** be referred to the Community Services Block Grant (CSBG) program to be put into case management, if the client agrees. Case management is **not** a requirement for eligibility in the LIHEAP program.
- 4) If a household has an open case with Social Security for disability determination, the applicant must show evidence of disability case pending, and present documentation from a medical physician stating the applicant is unable to work. The applicant may be referred to the local Ability to Work office to get an assessment, if the applicant has been waiting on a disability determination from Social Security for more than one (1) year. The applicant should return the Residual Functional Capacity Assessment from the Ability to Work office to the subgrantee.

Source: *Miss. Code Ann. § 43-1-2(4); Miss. Code Ann. § 43-1-4* Revised: ~~September~~ 2020
May 2022

Rule 5.12 5.13 Threatening Behavior.

- A. Any applicant who engages in the use of aggressive or disruptive language against a subgrantee agency, subgrantee staff, subgrantee contractor, or state/federal staff shall be prohibited from receiving services for one year from the date of the incident, for the first offense.
- B. Any subsequent threats or disruptive behavior will permanently disqualify the client from receiving services.
- C. When a threat or occurrence of physical contact is made against a subgrantee agency, subgrantee staff, subgrantee contractor, or state/federal staff, that staff person must complete an incident report and submit it to the subgrantee's Executive Director.
- D. Any kind of physical contact or threats with firearms or weapons will disqualify applicant or household from services permanently. During such incident, the subgrantee's Executive Director must contact local authorities and file a police report. A copy of the report and detailed account of the incident must be kept in the client's file, scanned into Virtual ROMA, and a copy must be submitted to the Director of Division of Community Services.

Source: 45 CFR 98.20; Miss. Code Ann. § 43-1-2(4); Miss. Code Ann. § 43-1-4 Revised: September 2020 May 2022

Part 24 Chapter 6: Program Process and Procedures

Rule 6.1 Appointments.

- A. Applicants should be seen by appointment. Appointments must be given on a first-come, first-served basis, except in the case of emergencies (as listed in Section 6.10) when subgrantees must comply with the 18-48 hour rule, or when a non-availability of funds waitlist opens up.
- B. Applicants arriving within 15 minutes of appointment time shall be seen according to their scheduled appointment. Applicants who arrive later than 15 minutes for a scheduled appointment may have to wait to be seen depending on the time of next scheduled appointment; or be rescheduled for the next available appointment if they cannot be worked into schedule for that day. Subgrantee should make every effort to see the applicant that day if possible.

- C. If the subgrantee has a no-show or a cancellation after the 15-minute grace period, applicants waiting for their appointments shall be seen immediately. Subgrantee may then re-arrange schedule to accommodate other applicants.

Source: *Miss. Code Ann. § 43-1-2(4); Miss. Code Ann. § 43-1-4* Revised: ~~September—2020~~
May 2022

Rule 6.2 Walk-ins.

- A. Applicants should schedule an appointment for services. Walk-ins are discouraged unless in the case of emergencies. Emergencies must be verified by the applicant.
- B. An applicant shall not be denied an appointment because of inappropriate attire.

Source: *Miss. Code Ann. § 43-1-2(4); Miss. Code Ann. § 43-1-4* Revised: May 2022

Rule 6.3 Transfers.

- A. There are two types of client transfers:
 - 3. Intra-agency transfers occur when a client's file is reassigned within an agency. The person with Virtual ROMA agency administration rights is able to make the reassignment internally without DCS intervention.
 - 4. Inter-agency transfers occur when clients require services but the agency that last provided services does not provide the requested service. For instance, a client may seek weatherization services from an agency that only administers CSBG/LIHEAP. The requesting agency must contact the point of contact of the agency that has ownership to release the file. The agency that has ownership of the client's record must authorize release of the client to the requesting agency via "Concerns" in Virtual ROMA.
- B. Timely transfers are required to avoid any disruptions in client services. If there is an outstanding request for approval, it must be resolved before a transfer can be done. Transfers **must** occur with twenty-four (24) hours of the request. If this is an emergency, it must follow the 18/48 hour rule.
- C. No household members shall be approved as part of another household during a 30 day period. Emergency situations should be supported with appropriate documentation.

Source: *Miss. Code Ann. § 43-1-2(4); Miss. Code Ann. § 43-1-4* Revised: ~~September—2020~~
May 2022

Rule 6.4 Virtual ROMA. LIHEAP subgrantees shall be Virtual ROMA compliant. This compliance includes, but is not limited to:

- A. Every user of the Virtual ROMA system must be registered upon authorization by the subgrantee Executive Director.
- B. Users must agree to the terms and conditions of the use of Virtual ROMA by signing the ‘Confidentiality Statement’ and returning to DCS.
- C. Users are prohibited from sharing user IDs and passwords.
- D. Users are prohibited from scheduling client appointments outside of Virtual ROMA, except in the case of disasters. The subgrantee’s Executive Director shall request in writing and receive approval from DCS in this case.
- E. Subgrantees must ensure that every application for service originates through Virtual ROMA. In the event Virtual ROMA is not available, such as natural disaster, system outage, etc., upon approval by DCS Director, paper applications may be taken. The paper applications shall be entered in Virtual ROMA within two (2) business days of system availability.
- F. Subgrantees generate the electronic GET/PUT files weekly to submit claim forms.
- G. Subgrantees reconcile the payment reports between the fiscal and program units prior to payment. The reconciliation process between outstanding applications in ‘Approved’ and ‘Pending Payment’ statuses must be done after the GET and PUT files have been created.
- H. Subgrantees must adhere to equipment and software specifications to operate Virtual ROMA effectively.
- I. Subgrantees must ensure that personnel with application approval rights thoroughly review applications prior to approval to minimize errors.
- J. Subgrantees must inactivate, within 24 hours, any user(s) who through termination, resignation, job reassignment, or other reasons user is no longer with agency.

Source: *Miss. Code Ann. § 43-1-2(4); Miss. Code Ann. § 43-1-4* Revised: ~~September—2020~~
May 2022

Rule 6.5 ~~Non-Elderly and Non-Disabled~~ Household Benefit.

- A. Subgrantees should pay the amount of the bill. ~~A past due balance can only be paid on an account in crisis, and emergency, or if a client is complying with case management. Past due amounts, late fees and reconnect fees may be paid.~~**
- B. Propane households should receive benefits in the amount of 100 gallons plus any applicable fees, per request up to the benefit matrix amount.**

C. Pre-pay account clients should receive benefits in the amount of the average monthly amount (as stated on printout/portal) plus any past due amount up to the benefit matrix amount.

D. Subgrantees may use vendor portals when possible to verify the amount of the bill(s).

Source: *Miss. Code Ann. § 43-1-2(4); Miss. Code Ann. § 43-1-4* Revised: ~~September—2020~~
May 2022

Rule 6.6 Fees and Deposits.

A. Reconnect fees or late fees resulting from a client's inability to pay can be paid from LIHEAP funds. The Subgrantee should advocate with energy vendors to ask for waivers of these fees.

B. As part of the client's consumer education/energy conservation sessions, the case worker should communicate the importance of making timely payments or requesting extensions with energy vendors to avoid such fees.

C. If reconnect fees or late fees are incurred because of the subgrantee's negligence or failure to make timely payments, these fees cannot be paid from LIHEAP funds. They must be paid from non-federal funds.

D. ~~Deposits may be paid once per energy source, except in emergency or life-threatening situations, as described in section 6.9.~~ more than once, depending on the household situation, such as emergency or life-threatening situations, as described in section 6.10. If a household has requested more than four (4) deposits, Subgrantee should refer household for case management to stabilize the household.

Source: *Miss. Code Ann. § 43-1-2(4); Miss. Code Ann. § 43-1-4* Revised: May 2022

Rule 6.7 Client Confidentiality.

A. MDHS and its subgrantees are responsible for protecting the confidentiality of client information.

B. Subgrantees must maintain client files under lock and key.

C. Client appointments should be conducted in areas where the conversation cannot be overheard by others.

D. Subgrantee staff should not discuss client confidential information with other staff unless to coordinate or proceed with client services.

- E. Even though the Virtual ROMA system has a screen for all users to agree to confidentiality before entering client data, each subgrantee staff member is required to sign a 'Confidentiality Statement' and submit to DCS prior to being granted access to the Virtual ROMA system.
- F. Client information should only be discussed with other service organizations/partners when referring households for additional services.
- G. The client must sign the 'Authorization of Release of Information Form' (Form ARF 001) in order for the subgrantee to refer the household for other services.

The only exception to the confidentiality requirement is if a client or household member discloses potential domestic abuse, child abuse/neglect, elderly abuse/neglect, or disabled abuse/neglect; the information must be reported to the proper authorities, regardless of the consent of the client.

Source: *Miss. Code Ann. § 43-1-2(4); Miss. Code Ann. § 43-1-4* Revised: ~~September~~ 2020
May 2022

Rule 6.8 LIHEAP Benefit Matrix.

- A. The LIHEAP Act stipulates that households with the highest energy costs and needs receive the greatest benefit. LIHEAP benefits are paid based on household income, size of household, energy type, and main heating fuel source. LIHEAP benefits shall not exceed \$1500 per program year for a household. See Benefit Matrix Attachment.
- B. Subgrantees should be careful during the intake process to select the appropriate energy type when asking applicants about their main heating fuel. The main heating fuel is not what bill the applicant is seeking to be paid, but it is how the applicant primarily heats the home. The main heating fuel must not be changed unless the household moves. Also, if a mistake was made by the Subgrantee or client, the main heating fuel can be changed at the beginning of the next program year, once approval has been granted by DCS.
- C. A client cannot exceed their cap by energy type. For example, if the propane bill is \$900 and the overall cap is \$1200, the agency cannot pay in excess of the propane limit of \$800 even if client has not reached the overall cap of \$1200.
 - 1) Example: If a client has annual household income of \$14,500 and their household size is one (1), their maximum LIHEAP benefit for the program year of 2018 is \$1,100. Depending on how they heat their home the benefit caps by energy type follows:
 - i. Propane: \$600
 - ii. Electric: \$500 or \$1,100 (for total electric households)

- iii. Natural Gas: \$500
 - iv. Wood: \$240
 - v. The benefit amounts are recalculated as income changes if client returns for additional assistance during the program year.
- D. The “Total Electric” column represents the yearly amount that a total electric household may receive. All other households may receive a total of the electric column and the main heating source column that they use.
- E. Propane households should receive benefits in the amount of 100 gallons, per request up to the benefit matrix amount.
- F. The cost for the replacement, repair, or purchase of heating or cooling equipment does not count against the benefit matrix amount for the program year.

Source: *Miss. Code Ann. § 43-1-2(4); Miss. Code Ann. § 43-1-4* Revised: ~~September—2020~~
May 2022

Rule 6.9 Priority Population Procedures.

- A. Elderly and disabled households on fixed incomes will be certified for one year, if no other household members with earned income exist.
- B. Subgrantees shall send appointment notice to elderly and disabled households in December to be seen in January, because new Social Security and SSI income letters will be received. Should further assistance be needed during the year, the client will only need to submit the energy bill. A new application is not needed. Subgrantees should allocate the amount of the bill for payment.
- C. The process by which appointments are given shall be determined by the subgrantee, (i.e. mornings, days of the week, caseworker to be assigned to this population, etc.). If a client is physically disabled and cannot come to the subgrantee, a caseworker can conduct a home visit to take the application or the client can authorize someone to make an application on their behalf.
- D. If the client misses the appointment, no further benefits can be given until client comes in for another appointment to have eligibility determined.
- E. The client should be advised at the time of appointment and each subsequent recertification of the responsibility to report household changes within ten (10) days. Changes can be reported by mail, phone call, email, or office visit. Subgrantee should schedule an appointment for recertification within thirty (30) days of the reported change.
- F. All contact with the client must be documented in Virtual ROMA. Changes may include, but are not limited to:

- 1) Increase or decrease in household members,
- 2) Increase or decrease in household income, or
- 3) Household moved.

Source: *Miss. Code Ann. § 43-1-2(4); Miss. Code Ann. § 43-1-4* Revised: ~~September~~ 2020
May 2022

Rule 6.10 Crisis and Emergency Services. Mississippi offers a year-round crisis assistance component of LIHEAP, entitled the Energy Crisis Intervention Program (ECIP), which provides assistance to low-income households who have encountered a crisis situation within the last 30 days.

- A. Life Threatening Crisis- Eligible households with a life-threatening energy crisis must have the crisis relieved within 18 hours of an approved application. Resolution of a life-threatening crisis may include, but is not limited to: arranging for an immediate supply of fuel, securing a payment arrangement with the energy vendor, pledging the amount of bill to prevent shutoff or to restore service, purchase of heating/cooling equipment, etc. The following are considered life threatening:
 - 5) Disaster (fire, gas leak, etc.),
 - 6) Person(s) on life support or medical devices that require electricity,
 - 7) Domestic violence, and/or
 - 8) Elderly/disabled or child abuse/neglect.
- B. Non-Life Threatening Crisis- Eligible households with a non-life threatening energy crisis must have the crisis relieved within 48 hours of an approved application. Resolution of a life-threatening crisis may include, but is not limited to; arranging for an immediate supply of fuel, securing a payment arrangement with the energy vendor, pledging the amount of bill to prevent shutoff or to restore service, purchase of heating/cooling equipment, etc. The following situations are considered non-life threatening:
 - 1) Unexpected expense such as death of an immediate family member, funeral expenses, high medical expenses, etc;
 - 2) Income loss within the last thirty (30) days (of date the subgrantee was contacted) due to layoff or termination of benefits;
 - 3) Services are disconnected or threatened to be turned off;
 - 4) Theft;

- 5) Displacement of a minor child (under the age of 18) due to client's inability to pay utilities, rent, etc.; and/or
 - 6) Other documented emergency within the last thirty (30) days, as deemed acceptable by the subgrantee.
- C. LIHEAP Assistance for Disaster Relief- **Natural disaster (fire, hurricane, tornado, flood, etc.) or extreme inclement weather conditions determined by the National Weather Service and/or declared by the President or Governor.** Allowable uses of LIHEAP funds for home energy-related needs resulting from a natural disaster or disasters as listed in Section A (1-2) of this chapter include:
- 1) Costs to temporarily house or shelter individuals in which homes have been destroyed or damaged;
 - a. Hotels (up to 5 days),
 - b. Apartments (1 month rent and deposit), or
 - c. Other living situations that place people in settings to preserve health and safety and to move them away from the crisis situation;
 - 2) Costs for transportation (such as cars, shuttles, buses) to move individuals away from the crisis area to shelters, when health and safety is endangered by loss of access to heating or cooling;
 - 3) Utility reconnection costs (does not include water and sewage);
 - 4) Repair or replacement cost for furnaces, air conditioners and heaters;
 - 5) Insulation repair;
 - 6) Coats and blankets, as tangible benefits to keep individuals warm;
 - 7) Crisis payments for utilities and utility deposits;
 - 8) Purchase and installation of fans, air conditioners and heaters;
 - 9) Purchase and installation of generators;
 - 10) Costs associated with mobile outreach; and
 - 11) Other things as needed (contact DCS for approval).
 - 12) ~~These costs shall not be counted against the annual max benefit amount per household.~~ **The costs related to utility cost such utilities, deposits, reconnect fees, and late fees are counted against the annual matrix amount per household. Other**

costs shall not be counted against the annual max benefit amount per household (C1-2, C4-6, C8-11).

D. Deceased Head of Household

- 1) If the applicant dies before the application for services is approved, the application shall be approved if **all apply**:
 - a. All eligibility information received is accurate and meets income guidelines;
 - b. The bill is for an outstanding balance, not a deposit; and
 - c. There are other household members.
- 2) This will allow the household to become stable until a new intake can be done to name a new head of household. The agency may assist the new head of household with changing the service into his/her name and paying any necessary deposits to do so.
- 3) If the application is for a deposit for services, the application should be denied. If the household has another adult member, a new intake must be done to name a new head of household.

E. Subgrantees shall, under no circumstances tell a client that they must have a disconnect notice to apply for assistance. This may put a household in a crisis situation which could be avoided by assisting with regular LIHEAP assistance.

F. Applicants who are ineligible for crisis benefits shall be referred to other organizations that may be able to assist, or the subgrantee may contact energy vendor on applicant's behalf to see if payment arrangement or extension is available.

G. Multiple emergency requests by a client may result in the subgrantee referring client to CSBG program for intensive case management.

Source: *Miss. Code Ann. § 43-1-2(4); Miss. Code Ann. § 43-1-4* Revised: ~~September~~ 2020
May 2022

Part 24 Chapter 7: Vendor Requirements

Rule 7.1 Vendor Agreements.

- A. Subgrantees must secure vendor agreements ~~yearly~~ from energy vendors who receive energy payments on behalf of clients. **New vendor agreements must be obtained if terms change or by MDHS requirement.**

- B. Vendor Agreements and W-9 forms from each vendor must be on file at the subgrantee's main office and available for review upon request during each monitoring visit.
- C. **Subgrantees must maintain original vendor agreements for three years indefinitely.**
- D. Vendor agreements are not needed for equipment purchases such as air conditioners, heaters, etc.

Source: *Miss. Code Ann. § 43-1-2(4); Miss. Code Ann. § 43-1-4* Revised: ~~September 2020~~
May 2022

Rule 7.2 Vendor Refunds.

- A. Vendor payments refunded to a subgrantee may occur as a result of a household moving, closing an account, other household circumstances, or instances of error or fraud.
- B. Accurate accounting of vendor refunds requires subgrantees and energy vendors to coordinate carefully.
- C. Subgrantees must inform energy vendors to send the refund checks to the agency that submitted the payment on behalf of the household.
- D. If the refund is for a deposit, the vendor can utilize the funds to offset the final bill. However, if there is an overage, the funds must be returned to the subgrantee.
- E. The following information must be submitted with each refund check, even if the refund check is for more than one household:
 - 1) Household's name (name on the account)
 - 2) Address
 - 3) Account number
 - 4) Amount of household refund
 - 5) Year credit occurred
 - 6) Date of payment on account
 - 7) Reason for refund
- F. Subgrantees should account for these refunds separately in their accounting system. It is very important that each refund be identified by the LIHEAP program year.
- G. Effective as of the 2015 LIHEAP grant year, subgrantees must return all vendor refunds to the Department of Human Services- Division of Community Services. Subgrantees must submit one check for all refunds received for the current year LIHEAP grant (for program year January 1- December 31, 2018) by January 31, 2019. For grants that are extended (carried over), all refunds received from January 1- June 30, 2019) should be submitted in one check to be received by July 31, 2019. Subsequent years will follow this schedule. Subgrantees must submit the following information with each subgrantee refund check:

- 1) Vendor Name and Vendor check #
- 2) Household name for each refund
- 3) Address
- 4) Account number
- 5) Client ID number
- 6) Amount of household refund
- 7) Reason for refund
- 8) LIHEAP grant year
- 9) Date of benefit
- 10) Date refund received by Subgrantee

H. Subgrantee checks should be made payable to: Treasurer, State of Mississippi
and mailed to:

Director, Division of Community Services
200 South Lamar Street
Jackson, Mississippi 39201

- I. Current year vendor refunds will be awarded to subgrantees in their modifications.
MDHS-DCS will return any prior year refunds to the Department of Health and Human
Services, Office of Community Services.

Source: *Miss. Code Ann. § 43-1-2(4); Miss. Code Ann. § 43-1-4* Revised: ~~September 2020~~
May 2022

Rule 7.3 Vendor Payments. Subgrantees must make payments on client accounts to vendors within twenty (20) business days of application approval. Failure to comply will result in a DCS request for Program Integrity to conduct an additional monitoring visit which may result in questioned cost.

Part 24 Chapter 8: Program Compliance

Rule 8.1 Reporting and Accountability.

- A. LIHEAP Household Report information collection is conducted in accordance with the Low Income Home Energy Assistance Program (LIHEAP) statute (Public Law 97-35, as amended), and 45 CFR 96.82. Information received from this collection provides data to the Administration and Congress in its oversight of grantees' performance in administering the LIHEAP program. The responses to this collection are required in order to obtain LIHEAP funding in accordance with Section 2605(c) (1) (G) of the LIHEAP statute.

The purposes of the LIHEAP Household Report is to report on the number of households assisted with current federal fiscal year funds and those LIHEAP funds obligated in the prior federal fiscal year, but not expended until the current federal fiscal year.

- B. Program Integrity Assessment is part of an effort by HHS to ensure that effective preventive controls, fraud detection, monitoring, and prosecution systems exist at all levels of the program's administration to prevent improper payments, fraud, waste or abuse. Subgrantees must specifically address how the plan will address key elements of an effective fraud prevention system.
- C. LIHEAP Performance Measures report is required by The Office of Community Services (OCS) as a part of the LIHEAP statute to report to Congress on program impacts annually, to develop performance goals, to ensure that benefits are targeted to those households with the greatest home energy need, and to assure that timely resources are available to households experiencing home energy crises.

OCS published a Federal Register notice on June 6, 2013, announcing their intent to seek authorization to require state LIHEAP grantees to report on several new outcome-based LIHEAP performance measures. OCS is now proposing to collect annual data that will establish four performance indicators of the impact of LIHEAP services on its recipients. The data collected will be synthesized to create the following performance measures:

- 1) Benefit Targeting Index for High Burden Households – measures the extent to which the highest benefits are provided to the LIHEAP recipient households with the highest energy burden (the percent of gross income spent on utility costs);
- 2) Energy Burden Reduction Index for High Burden Households – measures the extent to which LIHEAP benefits are adequate to deliver the same energy burden reduction to high burden recipient households as to low and moderate burden recipient households;
- 3) Prevention of Loss of Home Energy Services - the unduplicated count of households where LIHEAP prevented the loss of home energy services; and

- 4) Restoration of Home Energy Services - the unduplicated count of households where LIHEAP restored home energy services to the client.
- D. Leveraging Report - The State of Mississippi shall participate in the LIHEAP Leveraging Incentive Program. Subgrantees are required to report annually on leveraged resources/benefits received to further assist low-income households with energy-related services. Examples of leveraged resources/benefits include but are not limited to: discounts, arrearage forgiveness, deposit waivers, weatherization material donations, reconnect fee waivers.
 - E. Monthly Cost Sheets are required to be submitted monthly by Subgrantees to show expenditures by cost category and line items. These forms should be submitted to the Division of Budgets and Accounting, Office of Procurement Services.
 - F. Closeouts - Please see the 'MDHS Subgrant/ Agreement Manual' found at www.mdhs.ms.gov/subgrantee-manual/ for closeout policy.

Source: *Miss. Code Ann. § 43-1-2(4); Miss. Code Ann. § 43-1-4* Revised: ~~September—2020~~
May 2022

Rule 8.2 Client Complaints/Concerns. DCS receives client complaints and concerns from the MDHS Constituent Services unit, and phone calls from clients or other individuals. Subgrantees should follow these steps when responding to DCS:

- A. DCS will email the client complaint/concern form to the subgrantee's Executive Director and/or Program Director.
- B. The subgrantee must contact client and provide a response and/or resolution to DCS within ~~24 hours~~ **one (1) business day** of email.
- C. If additional time is required to completely resolve the issue, the subgrantee must notify DCS of the additional time needed by email within ~~48 hours~~ **two (2) business days**.
- D. If a client makes a complaint at the subgrantee's office, the subgrantee should attempt to resolve issues before giving the DCS number to the client.

Source: *Miss. Code Ann. § 43-1-2(4); Miss. Code Ann. § 43-1-4* Revised: ~~September—2020~~
May 2022

Rule 8.3 LIHEAP Household Report. The purposes of the LIHEAP Household Report is to report the number of households assisted with current federal fiscal year funds and those LIHEAP funds obligated in the prior federal fiscal year, but not expended until the current federal fiscal year. ____ This information collection is conducted in accordance with the Low-Income Home Energy Assistance Program (LIHEAP) statute (Public Law 97-35, as amended), and 45 CFR 96.82. Information received from this collection provides data to the Administration and Congress in its oversight of grantees' performance in administering the LIHEAP program.

The responses to this collection are required in order to obtain LIHEAP funding in accordance with Section 2605(c) (1) (G) of the LIHEAP statute.

Source: *Miss. Code Ann. § 43-1-2(4); Miss. Code Ann. § 43-1-4* Revised: ~~September—2020~~
May 2022

Rule 8.4 Program Integrity Assessment. The annual assessment is part of an effort by HHS to ensure that effective preventive controls, fraud detection, monitoring, and prosecution systems exist at all levels of the program's administration to prevent improper payments, fraud, waste or abuse. Subgrantees must specifically address how the plan will address key elements of an effective fraud prevention system.

Source: *Miss. Code Ann. § 43-1-2(4); Miss. Code Ann. § 43-1-4* Revised: ~~September—2020~~
May 2022

Rule 8.5 LIHEAP Performance Measures. The Office of Community Services (OCS) is required by the LIHEAP statute to report to Congress on program impacts annually, to develop performance goals, to ensure that benefits are targeted to those households with the greatest home energy need, and to assure that timely resources are available to households experiencing home energy crises. OCS published a Federal Register notice on June 6, 2013, announcing their intent to seek authorization to require state LIHEAP grantees to report on several new outcome-based LIHEAP performance measures. OCS is now proposing to collect annual data that will establish four performance indicators of the impact of LIHEAP services on its recipients. The data collected will be synthesized to create the following performance measures:

- A. Benefit Targeting Index for High Burden Households – measures the extent to which the highest benefits are provided to the LIHEAP recipient households with the highest energy burden (the percent of gross income spent on utility costs);
- B. Energy Burden Reduction Index for High Burden Households – measures the extent to which LIHEAP benefits are adequate to deliver the same energy burden reduction to high burden recipient households as to low and moderate burden recipient households;
- C. Prevention of Loss of Home Energy Services - the unduplicated count of households where LIHEAP prevented the loss of home energy services; and
- D. Restoration of Home Energy Services - the unduplicated count of households where LIHEAP restored home energy services to the client.

Source: *Miss. Code Ann. § 43-1-2(4); Miss. Code Ann. § 43-1-4* Revised: May 2022

Rule 8.6 Leveraging Report. The State of Mississippi shall submit LIHEAP Leveraging Report. Subgrantees are required to report annually on leveraged resources/benefits received to further assist low-income households with energy-related services. Examples of leveraged resources/benefits include but are not limited to: discounts, arrearage forgiveness, deposit waivers, weatherization material donations, and reconnect fee waivers.

Source: *Miss. Code Ann. § 43-1-2(4); Miss. Code Ann. § 43-1-4* Revised: ~~September—2020~~
May 2022

Rule 8.7 Monthly Cost Sheets. Subgrantees are required to submit Monthly Cost Sheets to show expenditures by cost category and line items. These forms must be submitted to the Division of Budgets and Accounting, Office of Procurement Services.

Source: *Miss. Code Ann. § 43-1-2(4); Miss. Code Ann. § 43-1-4* Revised: ~~September—2020~~
May 2022

Rule 8.8 Closeouts. Please see the ‘MDHS Subgrant/ Agreement Manual’ found at www.mdhs.ms.gov/subgrantee-manual/ for closeout policy.

Source: *Miss. Code Ann. § 43-1-2(4); Miss. Code Ann. § 43-1-4* Revised: ~~September—2020~~
May 2022

Rule 8.9 Case Files.

- A. Applications and supporting documentation for applicants must be kept in individual case files. Case files must be filed in alphabetical order according to last name. They should always be maintained under lock and key, and housed in the local county of residence of the client. Active case files and inactive case files should be maintained separately.
- B. Case files must not contain copies of client personal identity information (PII) such as social security cards, birth certificates, photo id, etc. These documents must be scanned into Virtual ROMA only and given back to the client.
- C. Please refer to the MDHS Subgrantee Agreement Manual for file retention requirements. However, as a general rule, case files must be maintained for three (3) years. If there is a documented case of waste, fraud, and abuse, audit findings, or a fair hearing was conducted, the file must be maintained for ten (10) years.
- D. The following documents must be in a case file and scanned into Virtual ROMA:
 - 1) Proof of income for all household members;
 - 2) Copy of bill(s) to be paid or portal printout from energy vendor;
 - 3) Intake ~~A & B assessment~~ forms (signed and dated);
 - 4) Authorization of Release of Information form (signed and dated);
 - 5) Client service page (signed and dated);
 - 6) Budget sheet;
 - 7) Payment voucher;
 - 8) RFAI form (signed and dated);
 - 9) Notice of Services form; and
 - 10) Notification of Pending Services form.

Rule 8.10 Waste, Fraud, and Abuse. The Mississippi Department of Human Services has a zero tolerance for the commission or concealment of acts of waste, fraud and abuse. Allegations of such acts will be investigated and pursued to their logical conclusion, including legal action when warranted.

- A. Waste involves the taxpayers not receiving a reasonable value for money in connection with any government funded activities due to an inappropriate act or omission by players with control over or access to government resources.
- B. Fraud is a type of illegal act involving the obtaining of something of value through willful misrepresentation or a false representation of a material fact, whether by words or by conduct, by false or misleading allegations, or by concealment of that which should have been disclosed, which deceives another so that he acts, or fails to act to his detriment.
- C. Abuse involves behavior that is deficient or improper when compared with behavior that a prudent person would consider reasonable and necessary business practice given the facts and circumstances. Abuse also includes misuse of authority or position for personal financial interests or those of an immediate or close family member or business associate.
- D. Types of Waste and Abuse include, but are not limited to:
 - 4) Employee- Omitting client information, ghost clients, charging application fees, former employee having access to software, receiving kickback from vendor, etc.
 - 5) Client- Misrepresenting household size or income, falsifying application, forging documents needed to complete intake, etc.
 - 6) Vendor/Contractor- Charging a higher amount than the lowest allowable, doctoring delivery tickets, providing financial incentive to staff to overlook unallowable charges, double charges, incorrect pricing, etc.
- E. ~~Responsibilities~~ **Reporting** Related to Waste, Fraud, and Abuse
 - 1) Employee (MDHS) - Any employee who has knowledge of waste, fraud or abuse, or has a good reason to suspect that such conduct has occurred, shall adhere to this policy. When suspected fraudulent activity, waste, or abuse is observed by, or made known to an employee, the employee shall immediately report the activity to their direct supervisor. If the employee believes that the supervisor is involved with the activity, they shall immediately report the activity to the Division of Community Services' Director. If the employee believes that the Division Director may be involved with the activity, the employee shall report the

activity to the ~~Division of Program Integrity~~ **Office of Inspector General** at 1-800-299-6905.

- 2) Employee (Subgrantee) - Any employee who has knowledge of waste, fraud or abuse, or has a good reason to suspect that such conduct has occurred, shall adhere to the procedure in this policy. When suspected fraudulent activity, waste, or abuse is observed by, or made known to, an employee, the employee shall immediately report the activity to his/her direct supervisor. If the employee believes that the supervisor is involved with the activity, s/he shall immediately report the activity to the Executive Director. If the employee believes that the Executive Director may be involved with the activity, the employee shall report the activity to the Board of Directors. If it is believed that the Board is involved, it shall be reported to the ~~Division of Program Integrity~~ **Office of Inspector General** at 1-800-299-6905.
- 3) Client or General Public - DCS cannot compel citizens and clients to report suspected instances of waste, fraud and abuse. DCS, however, strongly encourages citizens and clients to report such. Once management at the subgrantee level or at the state level has been informed of suspected waste, fraud or abuse, management shall provide the client with the established procedures for filing a report. The ~~Division of Program Integrity~~ **Office of Inspector General** may be contacted at 1-800-299-6905.
- 4) Vendor - Any citizens, customer, vendor or agency that has knowledge of waste, fraud or abuse, or has a good reason to suspect that such conduct has occurred should report the occurrence to the ~~Division of Program Integrity~~ **Office of Inspector General** at 1-800-299-6905 and may result in an investigation being conducted.

~~F. Reporting of Waste, Fraud, and Abuse~~

- 5) A confidential report may be submitted through the Virtual Roma website found on <https://virtualroma.mdhs.ms.gov>. If the reporting party does not have access to this system, reporting may be completed at the following contact information:

Call toll free number: 1-800-299-6905
Fax number: 601- 359- 5047
Address: Office of Inspector General
200 South Lamar Street
Jackson, MS 39201

- 6) Providing specific occurrence details of suspected waste, fraud, and abuse will expedite investigative efforts. There is no requirement to submit identifying information from those who wish to report suspected waste, fraud, and abuse.

- 7) Tips will be investigated in the order that they have been received with no preference given to those who provided identifying information.
- F. Penalties for Substantiated Waste, Fraud, and Abuse- Once an investigation has been completed and reviewed by MDHS Office of Inspector General, penalties may be enforced as follows:
- 1) Employee - Employees of MDHS or Subgrantee who have been found guilty of waste, fraud and abuse are subject to prosecution and/or recoupment of any benefits provided, following due process as defined in subgrantee regulations and may be terminated.
 - 2) Client - If it is the client's first offense they will be ineligible for services for an entire year from the date of the decision and benefits recouped. If it is the client's second offense, they will be disqualified permanently from the program and is subject to prosecution and/or recoupment of any benefits provided, following due process as defined in agency regulations.
 - 3) Vendors and Contractors - Vendors/Contractors suspected of fraud and/or misrepresentation may be suspended from participation and may be subject to prosecution and/or recoupment of any benefits provided, following due process as defined in agency regulations.

Source: *Miss. Code Ann. § 43-1-2(4); Miss. Code Ann. § 43-1-4* Revised: ~~September—2020~~
May 2022

Rule 8.11 Whistleblower Protection. According to Mississippi Code Section 25-9-173, et seq. an employer can not dismiss or otherwise adversely affect the compensation or employment status of an employee who testifies or provides information to an investigative body.

Source: *Miss. Code Ann. § 43-1-2(4); Miss. Code Ann. § 43-1-4* Revised: ~~September—2020~~
May 2022

Rule 8.12 Criminal/Illegal Activities.

- C. LIHEAP funds may not be used to pay for any criminal acts punishable with fines, fees, penalties, and/or imprisonment. An application that is submitted for a bill which explicitly states that part of the bill is inclusive of an illegal activity such as tampering and other theft for services shall not be approved until the tampering fees/penalties are paid.
- D. The energy vendor ~~can~~ **may** adjust the bill to remove the illegal fees and the Subgrantee can pay the portion that does not include such fees and penalties. Further, fees and

penalties must be paid prior to any LIHEAP funds being obligated on behalf of the client's bill.

Source: *Miss. Code Ann. § 43-1-2(4); Miss. Code Ann. § 43-1-4* Revised: ~~September~~ 2020
May 2022

Rule 8.13 Monitoring and Audit

The Mississippi Department of Human Services (MDHS) is required to monitor the activities of its subgrantees by following the Single Audit Act Amendments of 1996, the Office of Management and Budget (OMB) Circular A-133, Audits of States, Local Governments, and Non-Profit Organizations, and the OMB Circular A-133 Compliance Supplement. MDHS shall monitor each project, program, subgrant, function, or activity supported by a Federal award to assure compliance with applicable Federal regulations and that performance goals are achieved.

A. Monitoring

- 1) The Department of Health and Human Services (DHHS) requires States to conduct on-site monitoring of LIHEAP subgrantee's once every three (3) years. MDHS elects to conduct an annual monitoring visit to ensure compliance with applicable Federal and State regulations, policies, and procedures.
- 2) MDHS has established uniform monitoring policies designed to ensure that all subgrants under the jurisdiction of MDHS are administered in compliance with Federal requirements and with the terms of the subgrant agreements. Monitoring subgrants, for compliance with the applicable Federal regulations, State laws, Agency policies, and the terms of the subgrant agreements, is the responsibility of the MDHS Division of Monitoring. Please see the 'MDHS Subgrant/ Agreement Manual' found at www.mdhs.ms.gov/subgrantee-manual/ for the complete monitoring policy.
- 3) Subgrant monitoring procedures may include several of the various options available. These options include: reviewing reports submitted by the subgrantee; reviewing documentation supporting expenses reported under MDHS subgrants; reviewing the subgrantee's single audit or program-specific audit results and evaluating audit findings and the subgrantee's corrective action plan; performing on-site reviews of fiscal and programmatic records and observing subgrantee operations; and/or, arranging for limited scope audits of specific compliance areas.

B. Single Audit

- 1) The Director of the Division of Monitoring reviews the subgrantee's audit finding(s), and forwards to the Division of Community Services and the Monitoring Supervisor.

- 2) The audit finding(s) is then placed on a spreadsheet, discussed during monitoring visits with the said subgrantee, and addressed on the monitoring report performed by ~~Program Integrity~~ the **Division of Monitoring**.
- 3) Please see the 'MDHS Subgrant/ Agreement Manual' found at www.mdhs.ms.gov/subgrantee-manual/
<https://www.mdhs.ms.gov/administrative-codes/> for specific Single Audit requirements.

C. Federal Program Compliance Review

- 1) At any time the Department of Health and Human Services, Office of Community Services, Division of Energy Assistance may conduct a program compliance review of the State.
- 2) During this review, subgrantees are selected to be monitored on program compliance. Subgrantees must cooperate fully with federal reviewers and provide any requested documentation.

Source: *Miss. Code Ann. § 43-1-2(4); Miss. Code Ann. § 43-1-4* Revised: ~~September—2020~~
May 2022

Rule 8.14 Fair Hearing Process

A. A fair hearing is available for any applicant or recipient upon written request. A fair hearing provides an opportunity for a more formal review by the subgrantee's Board of Directors concerning the point(s) of dissatisfaction. If the applicant or recipient is still dissatisfied from said Boards' decision, the decision may be appealed to the Division of Administrative Hearings.

B. Basis for a Fair Hearing

- 1) Applicant(s) or recipient(s) shall be provided a copy of the 'Fair Hearing Process' during each application or recertification. Upon denial of services, a copy of the 'Fair Hearing Process' will be mailed with the denial letter to the applicant. A copy of the process will also be clearly posted in all subgrantee office locations.
- 2) The basis for a fair hearing is listed below:
 - a. An applicant or recipient whose application or recertification concerning eligibility assistance was denied;
 - b. An applicant or recipient whose claims for assistance are not acted upon reasonable promptness; or

c. Any other adverse action that detrimentally effects the applicant or recipient by the subgrantee and/or agency

- 3) Some issues are not subject to fair hearings, in which includes but not limited to, a subgrantee failing to have enough funds for the county that the applicant resides in. In this case, said subgrantee should refer applicant(s) to other social service providers, or use non-federal funds if available. If a county runs out of funds before the end of the program year, said subgrantee must maintain a list of applicants who could not be served. These applicants must receive priority when scheduling appointments at the start of the new program year or if additional funds are awarded.

D. Appeal to the Subgrantee Level

- 1) After having exhausted all channels of resolution with the Executive Director of the Subgrantee, the applicant or recipient must submit a written request for a fair hearing to the subgrantee Board of Directors within thirty (30) calendar days that the adverse action occurred. The written request must include the following:
 - a. Name and address of applicant or recipient,
 - b. Name of subgrantee,
 - c. Date of denial notice or adverse action taken,
 - d. Reason for said action,
 - e. Justification stating why action should not be taken,
 - f. Statement requesting a fair hearing, and
 - g. Two (2) signed and dated copies of the request (original and one copy).
- 2) Upon receipt of the applicant or recipient's request, the subgrantee Board of Directors must set the date of the fair hearing for the next scheduled board meeting. The fair hearing will be conducted at the discretion of the Board of Directors for the subgrantee. Said board shall render a written decision within five (5) business days of the fair hearing date.

E. Appeal to MDHS

- 1) Written Appeal to MDHS for Fair Hearing: After having exhausted all channels for resolution at the subgrantee level, the applicant or recipient has thirty (30) calendar days from the date of the subgrantee Board of Directors' decision letter to submit a written request. The written request must include a copy of the original hearing request and the Board of Directors' decision letter. The request should be submitted to:

Mississippi Department of Human Services
Director of Administrative Hearings
Post Office Box 352
Jackson, Mississippi 39205

- 2) Notice for the Fair Hearing: The recipient or applicant and subgrantee shall receive written notice of the hearing, in which will include a statement of the date and time the hearing is to be held. The hearing may be held telephonically unless a face-to-face hearing is requested. A fair hearing shall be scheduled within seven (7) calendar days the Director of Administrative Hearings receives a proper written request.
- 3) Evidence and/or Documents: All documents relating to any pending proceeding must be submitted to the Director of Administrative Hearings Division of MDHS at the address listed above.
- 4) Informal Disposition: Informal disposition may be made of any case by written stipulation, agreed settlement, consent order, or default.
- 5) Postponement/Continuance: The hearing officer may grant a postponement or a continuance of the fair hearing for good cause based upon a written, advanced request by either party.
- 6) Conduct of Fair Hearings: Subject to the hearing officer's ruling and recommended decision, opportunity must be given to all parties to respond, present evidence, argue all issues involved and call witnesses. A recording of each fair hearing should be made. If a party fails to appear, it may forfeit all rights.
- 7) Order of Hearing: The hearing officer calls the fair hearing to order; introduces himself/herself and gives a brief statement of the nature of the proceeding; states what documents the record contains; calls for opening statements by each party; questions witnesses at will, and adjourns the fair hearing after all evidence has been presented. During testimony, the applicant, recipient or subgrantee's representative(s) may question witnesses, cross-examine the other party's witnesses, and redirect if necessary.
- 8) Recommended Decisions and Final Decisions The hearing officer shall have the responsibility of preparing a statement summarizing the facts brought out in the fair hearing, indicating the policy governing the issue at hand, and making a recommended decision based on the evidence presented. The recommended decision shall be based only on evidence, testimony, and documents presented at the fair hearing. Following the fair hearing adjournment, the hearing officer will forward, both the record and recommended decision, to the MDHS Executive Director for adoption, modification, or reversal. The final decision of the MDHS Executive Director will be forwarded to the recipient or applicant along with the Executive Director of the subgrantee. The decision of the MDHS Executive Director shall be final and binding. The recipient or applicant has exhausted all administrative appeals after the decision from the MDHS Executive Director has been rendered.

F. Appeal to U.S. Department of Health and Human Services

- 1) If the final MDHS decision is not satisfactory, the applicant or recipient has ten (10) calendar days to submit a written request to U.S. Department of Health and Human Services. Said request should be sent to:

Secretary
U.S. Department of Health and Human Services
Office of Community Services
370 L'Enfant Promenade, S.W., 5th Floor
Washington, D.C. 20449

- 2) The written request must include a copy of the original hearing request, the Board of Directors' decision letter, and the final decision from MDHS. A decision and/or hearing will be issued and/or conducted based on the discretion of the U.S. Department of Health and Human Services.
- 3) Note: If at any point during the fair hearings process the original adverse action or denial decision is overturned, the proper actions will be taken by the subgrantee.

Source: *Miss. Code Ann. § 43-1-2(4); Miss. Code Ann. § 43-1-4* Revised: ~~September 2020~~
May 2022

APPENDIX

Subgrantee List

AJFC COMMUNITY ACTION AGENCY, INC.		COUNTY	PHONE NUMBERS
Carmen Drake, Chief Executive Officer cdrake@cableone.net 1038 North Union Street, Bldg. A Natchez, MS 39120 Office Hours: 8:00 a.m. – 4:30 p.m.	Adams		601-442-8681
	Claiborne		601-437-5419
	Copiah		601-894-4745
	Franklin		601-384-5587
	Jefferson		601-786-3711
	Lawrence		601-587-4370
	Lincoln		601-833-6349
BOLIVAR COUNTY COMMUNITY ACTION AGENCY, INC.		COUNTY	PHONE NUMBER
Elnora Littleton, Executive Director capdir@bolivarcaa.org 810 E. Sunflower Road, Suite 120 Cleveland, MS 38732 Office Hours: 8:00 a.m. – 4:30 p.m.	Bolivar		662-846-1491
CENTRAL MISSISSIPPI INC.		COUNTY	PHONE NUMBER
Pamela Gary, Executive Director pgary@cmicsp.org 101 South Central Avenue Winona, MS 38967 Office Hours: 8:00 a.m. – 5:00 p.m.	Attala		662-792-4033
	Carroll		662-283-4781
	Grenada		662-226-7953
	Holmes		662-834-2437
	Leflore		662-455-3497
	Montgomery		662-283-4781
	Yalobusha		662-226-7953
COAHOMA OPPORTUNITIES, INC		COUNTY	PHONE NUMBER
Edward L. Seals, Executive Director esealscoi@cableone.net P.O. Box 1445 115 Issaquena Avenue Clarksdale, MS 38614 Office Hours: 8:00 a.m. – 5:00 p.m.	Coahoma		662-624-4887
HINDS COUNTY HUMAN RESOURCE AGENCY		COUNTY	PHONE NUMBERS
Kenn Cockrell, President & CEO kennco@hchra.org 258 Maddox Road Jackson, MS 39212 Office Hours: 8:00 a.m. – 5:00 p.m.	Hinds (Office)		601-923-3950
	City of Edwards		601-852-8052
	City of Jackson		601-362-5116
	Town of Terry		601-362-5116

JACKSON COUNTY CIVIC ACTION COMMITTEE, INC.		COUNTY	PHONE NUMBER
Vanessa Gibson, Executive Director vgibson@jccac.com P.O. Box 8723 5343 Jefferson Street Moss Point, MS 39563 Office Hours: 8:30 a.m. – 4:30 p.m.	George		601-947-2126
	Harrison		228-896-1409 228-220-0942
	Jackson		228-763-3292
LIFT, INC.		COUNTY	PHONE NUMBER
Dorothy Leasy, Executive Director dleasy@liftcaa.org 2577 McCullough Blvd. Tupelo, MS 38803 Office Hours: 8:00 a.m. – 5:00 p.m.	Calhoun		662-412-2222
	Chickasaw		662-447-2089
	Itawamba		662-862-4894
	Lafayette		662-238-6222
	Lee		662-842-9511
	Monroe		662-369-4695
	Pontotoc		662-489-7329
	Union		662-534-8104
MADISON COUNTY CITIZENS SERVICES AGENCY		COUNTY	PHONE NUMBER
Dr. Mary Sims-Johnson, Executive Director mccsadrmsj@yahoo.com 1005 W. Peace Street Canton, MS 39046 Office Hours: 8:00 a.m. – 5:00 p.m.	Madison		601-855-5710
MID-STATE OPPORTUNITY, INC.		COUNTY	PHONE NUMBERS
Lynda Bradford, Executive Director midstateopp@bellsouth.net 204 North Church Street Charleston, MS 38921 Office Hours: 8:00 a.m. – 4:45 p.m.	DeSoto		662-895-4153
	Panola		662-487-3076
	Quitman		662-326-8131
	Tallahatchie		662-647-2463
	Tate		662-562-7733
	Tunica		662-363-2751
MULTI-COUNTY COMMUNITY SERVICE AGENCY		COUNTY	PHONE NUMBER
Ronald Collier, Executive Director rcollier@multicountyysa.org 2906 St. Paul Street Meridian, MS 39302 Office Hours: 8:00 a.m. – 5:00 p.m.	Clarke		601-776-3461
	Jasper		601-787-4844 (Heidelberg) 601-764-2015 (Bay Springs)
	Kemper		601-743-5752
	Lauderdale		601-483-4838
	Neshoba		601-656-7261
	Newton		601-683-2733
	Scott		601-469-3061
	Smith		601-782-9578
	Wayne		601-735-3470

NORTHEAST MS COMMUNITY SERVICES		COUNTY	PHONE NUMBER
Steve Gaines, Executive Director sgaines@maxxsouth.net 801 Hatchie Street Booneville, MS 38829 Office Hours: 8:00 a.m. – 4:30 p.m.	Alcorn		662-286-9263
	Benton		662-224-8912
	Marshall		662-252-2713
	Prentiss		662-728-8141
	Tippah		662-837-9812
	Tishomingo		662-423-7013
PEARL RIVER VALLEY OPPORTUNITY, INC.		COUNTY	PHONE NUMBER
Thomas Morris, Executive Director tmorris@prvoinc.org P.O. Box 188 756 U.S. Highway 98 Columbia, MS 39429 Office Hours: 8:00 a.m. – 5:00 p.m.	Covington		601-765-4871
	Forrest		601-545-8110
	Jefferson Davis		601-792-5356
	Jones		601-428-3171
	Lamar		601-794-1093
	Marion		601-736-6077
	Pearl River		601-749-7729 (Picayune)
	Pearl River		601-403-2206 (Poplarville)
	Perry		601-964-8231
	Greene		601-394-2248
	Hancock		228-231-1314
	Stone		601-928-5525
PRAIRIE OPPORTUNITY, INC.		COUNTY	PHONE NUMBER
Laura A. Marshall, Executive Director lamarshall@bellsouth.net P.O. Box 1526 501 Hwy. 12 West, Suite 110 Starkville, MS 39759 Office Hours: 8:00 a.m. – 5:00 p.m.	Choctaw/Webster		662-258-8233
	Clay		662-494-4862
	Leake		601-267-4510
	Lowndes		662-328-1669
	Noxubee		662-726-4861
	Oktibbeha		662-323-3397
	Winston		662-773-3465
RANKIN COUNTY HUMAN RESOURCE AGENCY		COUNTY	PHONE NUMBER
Mark Dearman, Executive Director mdearman.rchra@gmail.com 1545 West Government Street, Suite C Brandon, MS 39042 Office Hours: 8:00 a.m. – 5:00 p.m.	Rankin		601-825-1309

SOUTH CENTRAL COMMUNITY ACTION AGENCY		PHONE NUMBER
Sheletta Buckley, Executive Director sbuckley@yoursccaa.com P.O. Box 6590 3891 I-55 South Frontage Road Jackson, MS 39212 Office Hours: 8:00 a.m. – 5:00 p.m.	Hinds (WX)	769-235-8224
	Madison (CSBG/WX)	601-407-5473
	Rankin	601-824-8844/ 601-825-1309
	Simpson	601-847-5552
	Walthall (WX)	601-876-6363
SOUTHWEST MS OPPORTUNITY, INC.		PHONE NUMBER
Keisha Butler, Executive Director kbutler@smocaa.org P.O. Box 1667 4116 Hwy. 51 South McComb, MS 39649 Office Hours: 8:00 a.m. – 4:30 p.m.	Amite	601-225-7878
	Pike	601-684-5593
	Pike	601-249-3034
	Walthall	601-876-4511
	Wilkinson	601-888-4211
SUNFLOWER-HUMPHREYS COUNTIES PROGRESS, INC.	COUNTY	PHONE NUMBER
Monica Hope, Chief Executive Officer Mohope11@yahoo.com P.O. Box 908 414 Martin Luther King Drive Indianola, MS 38751 Office Hours: 8:00 a.m. – 5:00 p.m.	Humphreys	662-247-1961
	Sunflower	662-887-1432
WARREN-WASHINGTON-ISSAQUENA-SHARKEY CAA	COUNTY	PHONE NUMBER
Jannis Williams, Executive Director jcwilli@wwiscaa.org P.O. Box 1813 1538 Old Leland Road Greenville, MS 38701 Office Hours: 8:00 a.m. – 5:00 p.m.	Issaquena	662-873-2595
	Sharkey	662-873-2595
	Warren	601-638-2474
	Washington	662-378-8663
	Yazoo	662-746-1517

Authorization of Release of Information Form

By signing below, I, _____ acknowledge that
(Client Name)
additional information or documentation may be needed to determine my household's eligibility
for assistance. This authorization authorizes _____
(Agency Name)
to release or request information on my behalf to the agencies listed below:

- ☐ _____
- ☐ _____
- ☐ _____
- ☐ _____

I understand any information obtained will be kept confidential and will only be used for the purposes of determining eligibility or referral services. This authorization will remain effective for one year from the date of my signature or if I withdraw my consent, whichever comes first.

Signature

Date

ENERGY VENDOR (Electric/Gas/Wood)

This authorization gives permission to my electric company, _____
and/or gas company _____ and/or wood vendor, _____ to
provide information about my account to the Mississippi Department of Human Services,
Division of Community Services for the purposes of reporting data to the U.S. Department of
Health and Human Services in the LIHEAP Performance Measures Report, and/or eligibility
determination, program evaluation, and analysis, including before and after receiving LIHEAP or
Weatherization Services. Information to be provided may include, but not be limited to: my
annual energy consumption, cost, billing information, payment history, disconnection, past-due
amounts and life support status. This authorization will remain effective for one year from the
date of my signature. I also understand that this authorization does not guarantee that my
household will receive assistance.

Account Name:	Service Address:
Account Number:	SSN (last 4 digits):

Signature

Date

Print Name

Phone Number

Request for Additional Information (RFAI)

AGENCY NAME
Low Income Home Energy Assistance Program (LIHEAP)
Community Services Block Grant (CSBG)
Weatherization Programs (DOE/LIHEAP)

Name: _____
SSN Last 4 Digits: _____ Return By: _____

_____ LIHEAP _____ CSBG _____ Weatherization

Your application for assistance is currently on hold pending the return of the following missing information:

_____ **Proof that you or your spouse are responsible for the cost of the home energy.** You may submit a bill from your energy vendor (light bill, gas bill, wood bill, etc.) which shows your name or spouse and/or account number or a signed and dated statement from your energy vendor showing that you are responsible for the bill OR a statement from your landlord showing that utilities are included in your rent OR a properly completed and notarized wood vendor verification form if your primary source of heat is wood.

_____ **Proof of bill** (non-energy related, such as mortgage, rent, deed, and tuition assistance):

_____ **Proof of income**

- _____ a. Pay stubs or a statement from your employer for last four weeks of employment. The amount you earned BEFORE deductions (gross income) must be shown.
- _____ b. Supplemental Security Income (SSI) award letter.
- _____ c. Temporary Assistance for Needy Families (TANF) award letter.
- _____ d. Social Security award letter
- _____ e. Veteran's Benefits award letter.
- _____ f. Unemployment income determination letter.
- _____ g. Most recent Federal Income tax return with schedule C (self-employed persons only).
- _____ h. Unemployment card.
- _____ i. Letter from employer stating layoff or termination.
- _____ j. Child Support Verification

_____ **Social Security Cards for** _____

_____ **Affidavit**

- _____ a. Separated Persons _____ c. Unemployed
- _____ b. Zero Income

_____ **Other** _____

If the requested information is not received within ten (10) working days from this date, your application will be denied.

Please return to: Agency Name
Agency Mailing Address
City, MS 39760
Agency Email Address
Phone 601-2xx-0000
Fax 601-2xx-0001

Client's Signature

Case Worker's Signature

Date

Date

AGENCY NAME
Low Income Home Energy Assistance Program (LIHEAP)
Community Services Block Grant (CSBG)
Weatherization Programs (DOE/LIHEAP)

Name: _____

SSN Last 4 Digits: _____ Return By: _____

_____ **LIHEAP** _____ **CSBG** _____ **Weatherization**

Your application for assistance is currently on hold pending the return of the following missing information:

_____ **Proof that you or your spouse are responsible for the cost of the home energy. You may submit a bill from your energy vendor (light bill, gas bill, wood bill, etc.) which shows your name or spouse and/or account number or a signed and dated statement from your energy vendor showing that you are responsible for the bill OR a statement from your landlord showing that utilities are included in your rent OR a properly completed and notarized wood vendor verification form if your primary source of heat is wood.**

_____ **Proof of bill (non-energy related, such as mortgage, rent, deed, and tuition assistance):** _____

_____ **Proof of income:**

_____ **a. Pay stubs or a statement from your employer for last four weeks of employment. The amount you earned BEFORE deductions (gross income) must be shown.**

_____ **b. Supplemental Security Income (SSI) award letter.**

_____ **c. Temporary Assistance for Needy Families (TANF) award letter.**

_____ **d. Social Security award letter**

_____ **e. Veteran's Benefits award letter.**

_____ **f. Unemployment income determination letter.**

_____ **g. Most recent Federal Income tax return with schedule C (self-Employed persons only).**

_____ **h. Unemployment card.**

_____ **i. Letter from employer stating layoff or termination.**

_____ **j. Child Support Verification**

_____ **Social Security Cards for** _____

_____ **Affidavit:** _____ **a. Separated Persons** _____ **c. Unemployed**

_____ **b. Zero Income** _____ **d. Other:** _____

If the requested information is not received within ten (10) working days from this date, your application will be denied. Please return to:

Agency Name
Agency Mailing Address
City, MS 39760
Agency Email Address
Phone 601-2xx-0000
Fax 601-2xx-0001

Client's Signature

Case Worker's Signature

Date

Date

RFAL-001

PENDING NOTIFICATION OF SERVICES
AGENCY NAME
COMMUNITY SERVICES BLOCK GRANT (CSBG)
LOW INCOME HOME ENERGY ASSISTANCE PROGRAM (LIHEAP)
Application Status

Client Rec Id Number: _____ **Date of this Notice:** _____

Client Name: _____ **Caseworker:** _____

Address:

City, State, Zip:

Grant: ☐ LIHEAP/ECIP ☐ CSBG

Based on the information provided, you may qualify for service. Your application for assistance has been submitted and is pending approval.

() Pending Approval (LIHEAP)

You have a pending payment in the amount of \$ _____ on account number
_____ with _____.

() Pending Approval (CSBG)

You have a pending payment in the amount of \$ _____ for assistance with
_____.

Client's Signature

Date

Caseworker's Signature

Date

****If you are approved, payment may take up to six weeks to post as Credit on your account. If you have any questions, please feel free to contact your local office. You can appeal denial for assistance by completing and returning the attached Fair Hearing Request form within thirty (30) days of the date of a denial notice.**

PNSF -01

Mississippi Department of Human Services

Division of Community Services (DCS)

Vendor Agreement

The Low-Income Home Energy Assistance Program (LIHEAP) provides assistance to eligible lowincome households to pay home energy cost and other energy related services. Payments for assistance will be made by _____ (LIHEAP Agency) on behalf of eligible households to the vendor who provide the primary source of heating, cooling or services named by the applicant. Checks will be issued to the vendor with a list of eligible households attached to it. This vendor agreement is by and between:

LIHEAP Agency:	Address:
LIHEAP Vendor Legal Name:	Address:

By signing this agreement and accepting payments on behalf of eligible households, the energy vendor assures:

- The account number is assigned to each household eligible for energy assistance;
- That eligible households will be charged in a normal business process, the difference between the actual cost of home energy services and the amount of payment made through the program;
- That eligible households will not be treated adversely or differently because of such assistance;
- That there will be no discrimination either in the cost of goods supplied or services provided, against the households on whose behalf payments are made;
- That the amount paid by LIHEAP agency will be credited to individual eligible household indicated on the listing that accompanies the check or ACH deposit;
- To not refuse service or otherwise discriminate in the marketing and provision of service to any applicant because of race, religion, color, national origin, gender, familial status, source of income, level of income, disability, financial status or qualification for low-income or energyefficiency services;
- To not interrupt services if a pledge was sent to Vendor and the agency is meeting the obligations under this agreement;
- That it will cooperate with DCS by providing requested information to DCS regarding annual utility usage and cost for LIHEAP clients, if applicable; and
- To provide at no cost to the LIHEAP Agency, client, or DCS, written information on an applicant household's home energy costs, bill payment history or arrearage history.
- To report any instance of fraud, waste, and abuse concerning customer (clien), agency, employee, or vendor contact the MDHS Divison of Program Integrity at 1-800-299-6905. The report may result in an investigation being conducted.

The energy vendor agrees to handle payments in the following manner:

- Payments must be applied **ONLY to home energy accounts** of the individuals listed, except if: (a) the account is in the name of the spouse who lives at the same address; (b) the account is in the name of a deceased spouse; or (c) verification is obtained from vendor or landlord stating that applicant is responsible for affected utility bill.

- Payments must not be applied to business accounts.
- Payment must be applied only for home energy services. The following payments are prohibited: water, sewer, garbage collections, fraudulent services, meter tampering and returned check fees.
- If, after a payment is credited to the recipient's account, and a credit balance results, this must be noted in the energy vendor's record and shown on the recipient's next bill. **CASH REFUNDS ARE STRICTLY PROHIBITED.**
- If a recipient having a credit balance as a result of LIHEAP benefit shown on the energy vendor's book should die (without spouse) or move out of the State of Mississippi, any amount exceeding the balance owed your company must be refunded to _____ (LIHEAP Agency) within 60 days. Refunds must be identified with the year credit occurred, name, address, and account number of the recipient.
- If a recipient having a credit balance as a result of LIHEAP benefit moves to a different region of the state and with current vendor, the credit balance may be transferred, provided the recipient notifies the vendor of the name and new account number. In the event that no request was made by the recipient within a reasonable time frame, the credit balance must be refunded to _____ (LIHEAP Agency) within 60 days.
- Refund any interest resulting from unused LIHEAP payment made on behalf of the client, when a client no longer needs service due to relocation, death, etc.
- All recipient accounts should be credited immediately, but no later than ten (10) days after receipt of check from _____ (LIHEAP Agency). It is important that all branch offices are contacted to ensure that recipients' accounts are credited in a timely manner.
- The energy vendor agrees to provide at least one contact person to _____ (LIHEAP Agency) who will ensure that all accounts are credited and answer questions concerning utility shut off and direct vendor payments.

By signing this agreement and pledging payments of eligible households, the LIHEAP agency assures:

- To not provide pledges on behalf of recipients without having adequate funds to pay such pledge;
- Pledges will be made **only** on approved applications in Virtual ROMA.
- Payment will occur within twenty (20) business days after application has been approved.
- Provide Vendor with a list of names, telephone numbers and email addresses of Agency staff designated to approve pledges on behalf of the Agency and LIHEAP recipients.

The State of Mississippi may terminate this agreement by written notice for failure of either party to comply with the provisions stated herein or when it is deemed to be in the best interest of the State, client, or to comply with the LIHEAP statute.

Signature of LIHEAP Agency Officer

Signature of Energy Vendor Officer

Printed Name & Title

Printed Name & Title

Revised 05/08/19

Date

Date



Revised 05/08/19

Agency Name
Agency Address
City, State 12345



Wood Vendor Verification Form

Name of Vendor: _____

Vendor Address: _____

Phone Number of Vendor: _____

Vendor's Tax ID/SSN:

W9 on file: Yes ☐ No ☐

Client Name: _____

Client Address: _____

Last 4 Digit of Client's SSN: ____

Client Record ID: _____

<u>Date Purchased</u>	<u>Number of Cords Purchased (Qty)</u>	<u>Cost of Cords (\$)</u>
Oct	Oct	Oct
Nov	Nov	Nov
Dec	Dec	Dec
Jan	Jan	Jan
Feb	Feb	Feb
Mar	Mar	Mar
Apr	Apr	Apr
May	May	May
Jun	June	June
Jul	Jul	Jul
Aug	Aug	Aug
Sep	Sep	Sep

NOTIFICATION OF SERVICES
AGENCY NAME
COMMUNITY SERVICES BLOCK GRANT (CSBG)
LOW INCOME HOME ENERGY ASSISTANCE PROGRAM (LIHEAP)
Application Status

Client Rec Id Number: _____ **Date of this Notice:** _____

Client Name: _____ **Caseworker:** _____

Address: _____, **City, State, Zip:** _____
Grant: ☐ LIHEAP/ECIP ☐ CSBG

☐ **LIHEAP Approved**

You have been approved for payment in the amount of \$ _____ on account number
_____ with _____.

You have been approved for payment in the amount of \$ _____ on account number
_____ with _____.

☐ **CSBG Approved**

You have been approved for payment in the amount of \$ _____ for _____ (domain)
assistance with your _____.

☐ **Denied**

Regretfully, your application can not be approved at this time. The denial of your application was based on the following reason(s):

- ☐ Your income exceeds the established eligibility guidelines;
- ☐ You have reached the maximum LIHEAP benefit within your available Energy Type;
- ☐ Information obtained from you and /or other sources is insufficient to finalize eligibility determination;
- ☐ You did not return requested additional information within ten days;
- ☐ No agency funds available;
- ☐ Out of compliance with prior approved Case Management Service Plan. Client may be denied monetary assistance; however, non-monetary assistance may be available; (**CSBG Only**)
- ☐ Other explanation, if applicable.

**If you were approved, payment will take approximately three (3) weeks to six (6) weeks to post as Credit on your account. If you have any questions, please feel free to contact your local office. You can appeal denial for assistance by completing and returning the attached Fair Hearing Request form within thirty (30) days of the date of a denial notice.

FEDERAL POVERTY GUIDELINES EFFECTIVE

<u>Effective Dates</u>		<u>WX: 7/1/2020 / CSBG</u>		
<u>CSBG, LIHEAP, LIHEAP WX, DOE</u>		<u>10/1/2020</u>	<u>COVID 10/1/2020</u>	<u>10/1/2020</u>
<u>WX</u>		<u>CSBG</u>	<u>DOE/LIHEAP WX/CSBG COVID</u>	<u>LIHEAP</u>
	<u>1</u>	<u>1.25</u>	<u>2</u>	<u>\$ 39,982</u>
Number in Household	100 % Category	125% Category	200% Category	60% State Median Income
unit	Percent of Poverty	Percent of Poverty	Percent of Poverty	Percent of Poverty
1	\$12,760	\$15,950	\$25,520	\$20,791
2	\$17,240	\$21,550	\$34,480	\$27,188
3	\$21,720	\$27,150	\$43,440	\$33,585
4	\$26,200	\$32,750	\$52,400	\$39,982
5	\$30,680	\$38,350	\$61,360	\$46,379
6	\$35,160	\$43,950	\$70,320	\$52,776
7	\$39,640	\$49,550	\$79,280	\$53,976
8	\$44,120	\$55,150	\$88,240	\$55,175
9	\$48,600	\$60,750	\$97,200	\$56,375
10	\$53,080	\$66,350	\$106,160	\$57,574
11	\$57,560	\$71,950	\$115,120	\$58,774
12	\$62,040	\$77,550	\$124,080	\$59,973
13	\$66,520	\$83,150	\$133,040	\$61,172
14	\$71,000	\$88,750	\$142,000	\$62,372
15	\$75,480	\$94,350	\$150,960	\$63,571
16	\$79,960	\$99,950	\$159,920	\$64,771
17	\$84,440	\$105,550	\$168,880	\$65,970
18	\$88,920	\$111,150	\$177,840	\$67,170
19	\$93,400	\$116,750	\$186,800	\$68,369
20	\$97,880	\$122,350	\$195,760	\$69,569
For each additional family member add:				Contact MDHS/DCS@20 members for LIHEAP
	4480	5600	8960	

2021 LIHEAP BENEFIT MATRIX (Fuel Types)

Household Data	HH Size / Income	Energy Types					
	Household Size of 1	Propane	Electric	Natural Gas	Wood /Other Fuel	Maximum Benefit	Total Electric Benefit
	0 – 3190	800	700	700	400	1500	1500
	3191 – 6380	750	650	650	360	1400	1400
	6381 – 9570	700	600	600	320	1300	1300
	9571 – 12760	650	550	550	280	1200	1200
	12761 – 15950	600	500	500	240	1100	1100
	15951- 20791	550	450	450	200	1000	1000
	Over 20,791.49 for HH of 1	0	0	0	0	0	0

Household Data	HH Size / Income	Energy Types					
	Household Size of 2	Propane	Electric	Natural Gas	Wood /Other Fuel	Maximum Benefit	Total Electric Benefit
Income is between	0 -4310	800	700	700	400	1500	1500
	4311 – 8620	750	650	650	360	1400	1400
	8621 – 12930	700	600	600	320	1300	1300
	12931 – 17240	650	550	550	280	1200	1200
	17241 – 21550	600	500	500	240	1100	1100
	21550 – 27188	550	450	450	200	1000	1000
	Over \$27,188.49 for HH of 2	0	0	0	0	0	0

Household Data	HH Size / Income	Energy Types					
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	Household Size of 3	Propane	Electric	Natural Gas	Wood /Other Fuel	Maximum Benefit	Total Electric Benefit
Income is between	0 - 5430	800	700	700	400	1500	1500
	5431 - 10860	750	650	650	360	1400	1400
	10861 - 16290	700	600	600	320	1300	1300
	16291 - 21720	650	550	550	280	1200	1200
	21721 - 27150	600	500	500	240	1100	1100
	27151 - 33585	550	450	450	200	1000	1000
	Over 33,585.49 for HH of 3	0	0	0	0	0	0

Household Data	HH Size / Income	Energy Types					
	Household Size of 4	Propane	Electric	Natural Gas	Wood /Other Fuel	Maximum Benefit	Total Electric Benefit
Income is between	0 - 6550	800	700	700	400	1500	1500
	6551 - 13100	750	650	650	360	1400	1400
	13101 - 19650	700	600	600	320	1300	1300
	19651 - 26200	650	550	550	280	1200	1200
	26201 - 32750	600	500	500	240	1100	1100
	32751 - 39982	550	450	450	200	1000	1000
	Over 39,982.49 for HH of 4	0	0	0	0	0	0

Household Data	HH Size / Income	Energy Types					
	Household Size of 5	Propane	Electric	Natural Gas	Wood /Other Fuel	Maximum Benefit	Total Electric Benefit
Income is between	0 - 7670	800	700	700	400	1500	1500
	7671 - 15340	750	650	650	360	1400	1400
	15341 - 23010	700	600	600	320	1300	1300
	23011 - 30680	650	550	550	280	1200	1200
	30681 - 38350	600	500	500	240	1100	1100
	38351 - 46379	550	450	450	200	1000	1000
	Over 46,379.49 for HH of 5	0	0	0	0	0	0

Household Data	HH Size / Income	Energy Types					
	Household Size of 6	Propane	Electric	Natural Gas	Wood /Other Fuel	Maximum Benefit	Total Electric Benefit
Income is between	0 - 8790	800	700	700	400	1500	1500
	8791 - 17580	750	650	650	360	1400	1400
	17581 - 26370	700	600	600	320	1300	1300
	26371 - 35160	650	550	550	280	1200	1200
	35161 - 43950	600	500	500	240	1100	1100
	43951 - 52776	550	450	450	200	1000	1000
	Over 52,776.49 for HH of 6	0	0	0	0	0	0

Household Data	HH Size / Income	Energy Types					
	Household Size of 7	Propane	Electric	Natural Gas	Wood /Other Fuel	Maximum Benefit	Total Electric Benefit
Income is between	0 - 9910	800	700	700	400	1500	1500
	9911 - 19820	750	650	650	360	1400	1400
	19821 - 29730	700	600	600	320	1300	1300
	29731 - 39640	650	550	550	280	1200	1200
	39641 - 49550	600	500	500	240	1100	1100
	49551 - 53976	550	450	450	200	1000	1000
	Over 53,976.49 for HH of 7	0	0	0	0	0	0

Household Data	HH Size / Income	Energy Types					
	Household Size of 8	Propane	Electric	Natural Gas	Wood /Other Fuel	Maximum Benefit	Total Electric Benefit
Income is between	0 - 11030	800	700	700	400	1500	1500
	11031 - 22060	750	650	650	360	1400	1400
	22061 - 33090	700	600	600	320	1300	1300
	33091 - 44120	650	550	550	280	1200	1200
	44121 - 55175	600	500	500	240	1100	1100
	Over 55,175.49 for HH of 8	0	0	0	0	0	0

Household Data	HH Size / Income	Energy Types					
	Household Size of 9	Propane	Electric	Natural Gas	Wood /Other Fuel	Maximum Benefit	Total Electric Benefit
Income is between	0 - 12150	800	700	700	400	1500	1500
	12151 - 24300	750	650	650	360	1400	1400
	24301 - 36450	700	600	600	320	1300	1300
	36451 - 48600	650	550	550	280	1200	1200
	48601 - 56375	600	500	500	240	1100	1100
	Over 56,375.49 for HH of 9	0	0	0	0	0	0

Household Data	HH Size / Income	Energy Types					
	Household Size of 10	Propane	Electric	Natural Gas	Wood /Other Fuel	Maximum Benefit	Total Electric Benefit
Income is between	0 - 13270	800	700	700	400	1500	1500
	13271 - 26540	750	650	650	360	1400	1400
	26541 - 39810	700	600	600	320	1300	1300
	39811 - 53080	650	550	550	280	1200	1200
	53081 - 57574	600	500	500	240	1100	1100
	Over 57,574.49 for HH of 10	0	0	0	0	0	0

Household Data	HH Size / Income	Energy Types					
	Household Size of 11	Propane	Electric	Natural Gas	Wood /Other Fuel	Maximum Benefit	Total Electric Benefit
Income is between	0 - 14390	800	700	700	400	1500	1500
	14391 - 28780	750	650	650	360	1400	1400
	28781 - 43170	700	600	600	320	1300	1300
	43171 - 58774	650	550	550	280	1200	1200
	Over 58,774.49 for HH of 11	0	0	0	0	0	0

Household Data	HH Size / Income	Energy Types					
	Household Size of 12	Propane	Electric	Natural Gas	Wood /Other Fuel	Maximum Benefit	Total Electric Benefit
Income is between	0 - 15510	800	700	700	400	1500	1500
	15511 - 31020	750	650	650	360	1400	1400
	31021 - 46530	700	600	600	320	1300	1300
	46531 - 59973	650	550	550	280	1200	1200
	Over 59,973.49 for HH of 12	0	0	0	0	0	0

Household Data	HH Size / Income	Energy Types					
	Household Size of 13	Propane	Electric	Natural Gas	Wood /Other Fuel	Maximum Benefit	Total Electric Benefit
Income is between	0 - 16630	800	700	700	400	1500	1500
	16631 - 33260	750	650	650	360	1400	1400
	33261 - 49890	700	600	600	320	1300	1300
	49891 - 61172	650	550	550	280	1200	1200
	Over 61,172.49 or HH of 13	0	0	0	0	0	0

Household Data	HH Size / Income	Energy Types					
	Household Size of 14	Propane	Electric	Natural Gas	Wood /Other Fuel	Maximum Benefit	Total Electric Benefit
Income is between	0 - 17750	800	700	700	400	1500	1500
	17751 - 35500	750	650	650	360	1400	1400
	35501 - 53250	700	600	600	320	1300	1300
	53251 - 62372	650	550	550	280	1200	1200
	Over 62,372.49 for HH of 14	0	0	0	0	0	0

Household Data	HH Size / Income	Energy Types					
	Household Size of 15	Propane	Electric	Natural Gas	Wood /Other Fuel	Maximum Benefit	Total Electric Benefit
Income is between	0 - 18870	800	700	700	400	1500	1500
	18871 - 37740	750	650	650	360	1400	1400
	37741 - 56610	700	600	600	320	1300	1300
	56611 - 63571	650	550	550	280	1200	1200
	Over 63,571.49 for HH of 15	0	0	0	0	0	0

Household Data	HH Size / Income	Energy Types					
	Household Size of 16	Propane	Electric	Natural Gas	Wood /Other Fuel	Maximum Benefit	Total Electric Benefit
Income is between	0 - 19990	800	700	700	400	1500	1500
	19991 - 39980	750	650	650	360	1400	1400
	39981 - 59970	700	600	600	320	1300	1300
	59971 - 64771	650	550	550	280	1200	1200
	Over 64,771.49 for HH of 16	0	0	0	0	0	0

Household Data	HH Size / Income	Energy Types					
	Household Size of 17	Propane	Electric	Natural Gas	Wood /Other Fuel	Maximum Benefit	Total Electric Benefit
Income is between	0 - 21110	800	700	700	400	1500	1500
	21111 - 42220	750	650	650	360	1400	1400
	42221 - 63330	700	600	600	320	1300	1300
	63330 - 65970	650	550	550	280	1200	1200
	Over 65,970.49 for HH of 17	0	0	0	0	0	0